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**Ticket: # 1006786 - Harassment and signal squelching**

**Date:** 5/27/2016 10:22:00 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** AT&T

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## **Description**

(b) (6) is a hacker and stalker. She has stalked me for at least 12 years. She has hacked me for at least 10 years. She uses virtual machinery and older subliminal tech. She has learned how to place a speaker or camera WITH OUT the physical speaker. sHE HAS LOGGERS ALL OVER THE PLACE TO CAPTURE EVERYTHING I WRITE OR SAY ON THE CELL PHONE. sHE ALSO PREVENTS ME FROM BEING ABLE TO MAKE CALLS. Ive HAD EMERGENCY CALLS GO UNANSWERED DUE TO HER HACKING. She can actually look into a person mind and read it like BINERY CODE. She has been using this to steal and stalk. She has no care or concern for anybodies privacy. She acts as if its her god given right to do what ever she wants to, to anybody that comes close enough to attack. Ive met her maybe 5 times in my life. I can not go on line with my cell phone, she squelches the signal or knocks me out of the server. She also drops calls while in the middle, just so its harder to do anything, anything. She has said to me over the virtual connection that she is the new god. She used to say I was a god then she wanted me to make her a god. But this woman has spycotic episodes all the time. She had me ilegally evicted from my home, stole all my belongings, she has stolen computer programs that are meant to be medical programs, only. But she has used them to murder people. She is also a type of house cleaner, the type that harasses one out of their apt by harassing and stealing with a pass key. Given to her by the owner of the building. She has put graphic renderings through my apt and cahses people off with this same graphics. a large snake coming through the wall or someone sitting on a pet as small as a cat. she has also a program that can create a friction enough to pick up objects and throw them across the room. all stolen from me. She also has a program that creates a type of tunnel, one that would do away with needles to puncture the skin. this program has also been used to open a larger tunnel, similar to a worm hole. one police officer called it a vortex.

I have all types of virtual recordings of her running off at the mouth. She has used this virtual connection to destroy my business by telling my clients that I hate them and never come back. all done at the subliminal level with repetitious statements.

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**Ticket: # 1006821 - Ticket No. 865871**

**Date:** 5/27/2016 11:14:06 PM

**City/State/Zip:** Thornton, Colorado 80233

**Company Complaining About:** Comcast

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## **Description**

I continue to experience internet connectivity issues, slow scanning/uploading issues, interferences at work and home. Delayed posting issues of my childsupport by Chase is creating a hardship. I also experience ongoing interferences, time-out issues while working online at work and at home. At home, I have followed-up with communication to Comcast and they keep telling that everything is working fine. My ADT system has been more "offline" than "online" since I signed into ADT Interactive pulse back in Sept. 2015.

I would like to believe that those basic rights to be able to work and take care of one's families haven't become so diluted that families have undue hardship un-necessarily in just doing that.

Thanks,

(b) (6)

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**Ticket: # 1006860 - Computer taken over by Microsoft**

**Date:** 5/28/2016 1:43:23 AM

**City/State/Zip:** Titusville, Florida 32780

**Company Complaining About:** AT&T

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## **Description**

this past week, I awoke to seeing a "download notice from MSFT " I paid no attention to it as it was normal for MSFT to download "updates" for my existing O.S ( for months my system has been plagued with pop ups advertising windows 10) I denied MSFT the "rights" to downloading" their new O.S. software- It was my choice to not choose that OS -It was an offer that I refused time and time again- MSFT decided that they were going to download that Crap and in deed did so, I spent many hour deleting their "Takeover" of my computer, and I want to press charges against the Company, Felony grand Theft would probably be suitable for starters. They had no right what so ever to "steal my computer overnight" I understand that they did this to millions of people, so there must be other complaints.

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**Ticket: # 1006912 - Verizon Internet DSL**

**Date:** 5/28/2016 6:43:15 AM

**City/State/Zip:** Laurens, New York 13796

**Company Complaining About:** Verizon

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## **Description**

I have been experiencing DSL outages for 2 months. I have made at a minimum of 7 calls to Verizon for repair. They have come out 4 times to correct the problem but it still continues. I have missed two days of work for them to come out and one point, the verizon technician never showed. I have dealt with the local supervisor that actually came out to do the repair but it also did not take care of the problem. I now have had to call again on 5/27 and they are due to come out again 6/1. I work from home on occasion and will be full time in the near future and I need to have an internet that I can rely on. My phone now is starting to experience static when DSL is not working properly. I am told continually that it is a hardware/line problem.

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**Ticket: # 1007099 - Time Warner Cable Terrible internet**

**Date:** 5/28/2016 12:38:12 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Time Warner

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## **Description**

For over 6 months I have made complaints about poor internet. I have intermittent packet loss at random times throughout the day but mostly during peak hours. I have had at least 4 or 5 technicians come out. I have had lines cut and replaced, new modems with still no solution to my problem. At this point they do not seem to care about fixing my problem due to the fact that time warner is the only available internet provider for our location.

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**Ticket: # 1007132 - Yahoo hijack**

**Date:** 5/28/2016 1:19:53 PM

**City/State/Zip:** Seattle, Washington 98104

**Company Complaining About:** Yahoo

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## **Description**

If you search on Yahoo hijack you will see that this is not an isolated problem. Many are complaining that Yahoo probably using a Trojan Horse tactic has overridden consumers choice of default search engine. For example when I open Safari I get Yahoo instead even though my default is Google. If it isn't a violation of the law, it should be.

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[Ticket: # 1007786 - Wifi tampering](#)

**Date:** 5/29/2016 2:48:34 PM

**City/State/Zip:** Jessup, Maryland 20794

**Company Complaining About:** Comcast

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## **Description**

Internet is slow, wifi goes down, modem goes off when i leave. My alarm system is wireless. I recorded the modem just blinking the techican said it wasnt normal for the modem to blink like that. He said he document someone is tampering with modem but stated he didnt know how to fix correct the problem. I switch my modem out every 2-3 months so its not the modem.

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[Ticket: # 1007701 - Internet keeps going out](#)

**Date:** 5/29/2016 11:25:45 AM

**City/State/Zip:** Dunwoody, Georgia 39338

**Company Complaining About:** Comcast

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### **Description**

Our internet has been going off and on for several months up to 10 times per day! Comcast can't seem to fix the problem yet we are paying full price.



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**Ticket: # 1007827 - Internet out yet again**

**Date:** 5/29/2016 4:27:55 PM

**City/State/Zip:** Chicago, Illinois 60619

**Company Complaining About:** Comcast

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## **Description**

My internet was out on Friday (27th). The problem wasn't resolved until today (Sunday 29th). I went to log on a few minutes ago only to find that my internet is down yet again.

The frequency of outages on the south-side of Chicago is ridiculous. I strongly believe that if I lived on a richer or Caucasian side of the city, I would not experience this high frequency of outages. For example, my friends who live on the richer or Caucasian side of the city have experienced a SIGNIFICANTLY lower number of outages ; also, their outages in their community tend to occur around the time of severe weather while outages in my community tend to occur all the time (good weather, bad weather, etc.).

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**Ticket: # 1007863 - Bellsouth not providing service**

**Date:** 5/29/2016 5:52:44 PM

**City/State/Zip:** Jonesville, Louisiana 71343

**Company Complaining About:** AT&T

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## **Description**

I have been having problems for years with my dsl service from att Bellsouth providers. I was being charged for a but we always having issues. I had years of calling them and it was still not what I was paying for I finally told them to cut it off out of agrivation when I call to get it back they said they were upgrading the lines to fiber. Well I waited and have been asking family and friends and found out they are not working on the lines it is a lie. I asked if I could still get dsl they said no ports were available however I was told by a source that they did have ports but they are just not providing the service. What can I do to get us service in my area I know that they are supposed to provide it but they are not.

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[Ticket: # 1028263 - IPv6 Blocking](#)

**Date:** 6/9/2016 3:43:05 PM

**City/State/Zip:** Fullerton, California 92835

**Company Complaining About:** Netflix, Hurricane Electric

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### **Description**

Netflix is now blocking IPv6 traffic using Hurricane Electric's service. This is a legitimate service and it should not be blocked.

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**Ticket: # 1007992 - Illegal Interference of Internet/Cable/Cell Phone****Date:** 5/29/2016 11:33:00 PM**City/State/Zip:** Porter Ranch, California 91326**Company Complaining About:** Time Warner

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**Description**

In June of 2015, I sent the Federal Communications Commission a letter explaining my situation at hand. Since June of 2014, I have been the victim of extreme harassment by a group of Aggressors, who have engaged in illegal practices, causing profound violations of my Constitutional Right to Privacy. In October of 2014, I came home to find that two of our cable boxes had been REPLACED with unfamiliar cable boxes, one with a modular access card in the back of the unit. We reported this incident to TWC, and they failed to do anything about it. We even told them, that we did NOT want to have cable boxes that had access to the internet because of fear of interference, and they told us that we had NO CHOICE but to accept cable boxes with access to the internet, that they did not offer regular cable boxes anymore. Is this true? Can the FCC verify that TWC no longer offers cable boxes that are just regular cable boxes without modular access cards? There have also been instances in where I have called to complain to TWC, and insisted that a TWC technician come out to check the wiring, and a technician, shows up who has been OUTSOURCED. I videotaped one technician, who became upset that I began videotaping him, he called his "supervisor" a familiar voice I recognized, who has impersonated other utility supervisors, such as, a Best Buy Manager, a DWP Supervisor and several others, however, he told me that TWC, always outsources technicians. Is this true? The guy came to RE-WIRE our cables, and we are constantly getting interference on the cable service. On demand shuts down at any time, there is always fuzz and when the guide says that certain shows should be playing, those shows are not really playing. There are different shows on, its not what the guide says is on. These individuals have deployed distasteful tactics to invade my privacy through illegal interception of my cell phone, my home network and internet, and my cable services. I have made numerous complaints to my cable provider, Time Warner Cable, and on May 12, 2015, I confronted TWC in person with a Tracer Route Report I ran from my modem, citing "Neighbor Interference". The TWC representative just blew me off and told me that their Security Department does NOT deal with illegal interference and when I got home, my printer, NO LONGER recognized the files on my flash-drive, I was BLOCKED from printing anything else that could EXPOSE the perpetrators. My cell phone's minutes have been stolen on more than three occasions, the first time was after I placed a call to the FBI to report the interference on my cell phone. And when I complained to the cell phone carrier and received a copy of the phone bill, the bill revealed lots of SPOOFED calls, there were also call placed to San Diego numbers, 818 area code numbers, as if they were communicating amongst each other. I rarely use my phone, and 99% of my calls go straight to voice mail, my phone is a 4G, but the signal strength is an "E" for Edge, the highest strength, and my phone is constantly displaying "No Service" alerts, every time I go to make a call or send a text. It usually takes one to two minutes for my phone to reset itself before I can make a call, or I have to reboot it, then text messages begin to come in, or I will notice the little voice-mail icon on the top of the phone. This can easily be verified by the carrier performing a Data Analysis and Tower Usage report. I have filed numerous complaints with my carrier since I first got my service with Cricket Wireless, they have taken my complaints and NEVER even bother to follow up with me. Most recently, the perpetrators have begun spoofing the caller ID to hide the identity of a Cleaning Agency, who for the past month, I have been attempting to obtain a position with as a cleaning professional. This Agency who has already hired me, but every time they call me, their number comes up

differently than their REAL NUMBER. I emailed the agency and asked them to VERIFY if the number that comes up on my caller id when they call me is their number, and they could NOT verify that that was their number. These acts are intentional and malicious to sabotage my potential income. It is illegal to interfere with someone's livelihood out of pure malice. The same agency tried emailing me the hiring contract for over one month, I had to call them constantly telling them that I had not received the contract to be able to start working. This is an outrage, and its unacceptable. There has to be something the FCC can do in terms of checking my surrounding area for signal jammers, my home is located at (b) (6) Porter Ranch, CA 91326. The tracer route cited Neighbor Interference, and I have all the information from my modem, should you need it. I have complained about the house located at (b) (6), but the perpetrators, have also used my other neighbors homes in my immediate proximity. For instance, Directly behind (b) (6), is a home, in which the person who used to live at (b) (6), would drive his white suv (b) (6) and back into this neighbor's driveway, because it directly faces my home, and just sit there, with the suv running. When I complained about him, because I would experience interference when he did this, he left, and more unlicensed private investigators just took his place, and continue the same trend. The one now drives a white Mercedes suv, he too backs into this neighbor's driveway, and just leaves his truck running. The problem is, these SUV's are equipped with Telit chip modules, for automotive technology platforms. If you go to the Telit website, you can learn all about it. The reason I say this, is because on May 5, 2015, I discovered an unfamiliar alarm panel in my home. My original alarm panel had been switched with an imposter panel. Luckily I discovered BOTH panels, documented both panels, and discovered that the imposter panel, was too, equipped with a TELIT chip inside. I have been trying to get help from every agency out there. But because I am being blocked on my cell phone, internet, even cable....my mail is intercepted, so I am very limited in how I can reach out for assistance. I would be grateful to speak to someone, where I can actually show you my evidence. At any rate, I also want a full data analysis and tower usage report ran on my cell phone, as I plan on pressing charges on these individuals. I would like the FCC to communicate to Time Warner Cable, what their responsibility in all this is, or at least let me know, what steps I can take against my cable provider and my cell provider., should they refuse to take action. Thank you.

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**Ticket: # 1008085 - AT&T internet**

**Date:** 5/30/2016 8:39:31 AM

**City/State/Zip:** Meansville, Georgia 30256

**Company Complaining About:** AT&T

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## **Description**

In Febuary I called and had the land line removed and only wanted DSL. On May 14th my DSL service was turned off. I called AT&T and they stated they had a disconnect order on April 15th but it took a month to for the service to diconnect. No one in my house has called AT&T to have the DSL to disconnect. AT&T stated they could not turn my service back on due to no ports available. My bill has been up to date until May. The bill was due on May 18th but I refuse to pay since AT&T cut off my service on the 14th. I have called several times and also have visited the local AT&T store. I fell that AT&T has taken my service illegally and they have no concerns to fix the problem.

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**Ticket: # 1008257 - Voip calls**

**Date:** 5/30/2016 12:40:04 PM

**City/State/Zip:** Pompano Beach, Florida 33064

**Company Complaining About:** Comcast

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### **Description**

We are receiving Voip calls all night long including 2 or 3am. My husband and I are both heart patients. We just changed our home number with comcast. We are paying for a non published and nonlisted phone number

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**Ticket: # 1008462 - Virus-WebGL**

**Date:** 5/30/2016 4:03:56 PM

**City/State/Zip:** Fort Lauderdale, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

WebGL possible virus - attached screen shot



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**Ticket: # 1008340 - Unusual activity on Google**

**Date:** 5/30/2016 1:49:44 PM

**City/State/Zip:** Fort Lauderdale, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

There is something strange going on today with searches. All Kinds of strange sights are coming up when I search for swimsuits. Some are Russian. Think you might want to look into this. I sell online and do this all time and never saw what is happening today before. (Our neighbor across the street said they lost internet and it was acting weird) Thought that was unusual coincidence.

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**Ticket: # 1008478 - Intermittent internet**

**Date:** 5/30/2016 4:20:22 PM

**City/State/Zip:** Topanga, California 90290

**Company Complaining About:** Frontier Communications

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### **Description**

Internet drops out. Call tech support and they tell me that "location information" has to be updated by customer service. Since being sold by Verizon, I have had spent over days to get the service working and it still drops out. Shouldn't they be doing their "location updating" without me having to call in? Given all the time I spend on the phone and assisting them since they don't send out repair people, I should be PAID.

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[Ticket: # 1038911 - no unsubscribe goes to add](#)

**Date:** 6/15/2016 7:12:37 PM

**City/State/Zip:** Mesa, Arizona 85203

**Company Complaining About:** Cox

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**Description**

no way to stop unwanted emails

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**Ticket: # 1019117 - Service provider's spam filter blocked a safety-related product recall notice**

**Date:** 6/5/2016 8:20:45 PM

**City/State/Zip:** Wilkes Barre, Pennsylvania 18702

**Company Complaining About:** Verizon

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**Description**

I found the following product recall notice in my Verizon/AOL (mail.aol.com) spam filter. Verizon has known for years that its incoming and outgoing spam detectors block legitimate E-mail, and not blocking an E-mail from an E-mail address like recall@samsclubrecalls.com should be common sense. I regard this incident as particularly serious, though, because I have this product in my home and have been eating it; I luckily found the notice in the spam filter, or I would still be eating it. Here is what Verizon/AOL blocked as "spam" ("Interference" seems like the closest related topic, I mean interference with legitimate E-mail communications by my service provider).

=====

Recall message from Sam's Club

June 2, 2016

General Mills Inc. - Nature Valley Simple Nut Bar

Dear Sam's Club Member:

Today, we were notified that General Mills Inc. has initiated a Class I Recall of Nature Valley Simple Nut Bar due to an ingredient, sunflower seeds, in the product potentially being contaminated with Listeria.

General Mills has asked us to recall the below product sold since May 1, 2015.

UPC Number Primary Description Affected Lot Codes

0001600041308 NATURE VALLEY

SIMPLE NUT BAR 16CT All Product

If any of this product is still in your possession or inventory, we request you return the product to your local Sam's Club for a full refund. If you have resold any of this product, we request you contact your customers and notify them of the withdrawal.

At Sam's Club, we adhere to strict quality assurance controls and work with our suppliers to ensure that we provide you with quality products. The supplier is cooperating fully with the Food and Drug Administration to resolve the issue.

Your prompt action to this notice is recommended and strongly encouraged. General Mills Inc. recommends consumers with any questions or concerns about this recall to contact their consumer hotline at (b) (6) .

We apologize for any inconvenience and look forward to meeting your needs in the future.

Sincerely,

(b) (6)

Vice President of Food Safety

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**Ticket: # 1008767 - Interference from an outside party to extort money from me to remove a lock on my ipad.**

**Date:** 5/30/2016 10:18:11 PM

**City/State/Zip:** Chamblee, Georgia 30032

**Company Complaining About:** Comcast

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## **Description**

My Ipad was hacked by a someone pretending to be a representative of windows 8.1. They have placed a warning on my Ipad instructing me to contact this number (b) (6) and share this code B2957E to remove it. When I called to complain about this intrusion, I was address by someone with a middle eastern accent that demanded money. I can not clear my ipad or use it. My IP address is 122.162.249.207 the IP address that came upon my ipad is http://45.63.17.123. I would like to have someone from the FCC contact this number to investigate and bring these people to justice.

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**Ticket: # 1039219 - Comcast**

**Date:** 6/15/2016 11:13:16 PM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** Comcast

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## **Description**

There have been ongoing intermittent service related issues with my internet connection since October 2015. The provider in my area is Comcast. I have scheduled and taken substantial productive time off from my occupation to accomodate their schedule to perform repairs. In every case I instructed them that there were real and genuine problems. The technicians would come out and perform in many cases very low level and basic diagnostics. Since this was an intermittent issue this approach would not be beneficial. This continued for months. The majority of these technicians were completely incompetent and did little to find a real solution.

My service has now been suspended for lack of payment, even though I was told everything was on hold until the issue is resolved. Comcast, in my view has a monopoly and will not adequately address consumer issues. I completely feel money is owed to me and I feel very insulted at their pathetic attempts to resolve this by offering token measures using conflated math.

The Comcast pricing structure is also a shell game. In only ask for and require Internet. I do not need cable tv. I make this clear. I only wish to purchase Internet. Despite this i am forced to "bundle" internet with tv for the best rate. This is still significantly higher than the Internet only portion of the bill. These are very bad practices. I have equipment here that I don't use for which I am liable.

I hope my issue, which is all too common here can be answered. I can provide further detail, technician contact info and documentation if necessary.

(b) (6)

Respectfully

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**Ticket: # 1008849 - Internet/Phone service**

**Date:** 5/30/2016 11:59:20 PM

**City/State/Zip:** Highlands Ranch, Colorado 80130-6799

**Company Complaining About:** Comcast

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## **Description**

On 5/25,26 & 27/2016, My family and I were subjected to having no internet connection. I notified a comcast supervisor during the above dates to no avail. It was until 5/27/16, that a comcast representative told me to go to the nearest comcast store to exchange my modem for another one. The problem was partially resolved on 5/28/16, 11:00am MST but my wife was penalized for not completing her assignments on 5/25,26 & 27/16, because the internet was down on said dates. She is an online student at SNHU Southern New Hampshire University. We could not fax, scan, copy and receive faxes from school and other entities for this period.



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**Ticket: # 1009071 - SupportBuddy**

**Date:** 5/31/2016 9:35:33 AM

**City/State/Zip:** Kensington, Maryland 20895

**Company Complaining About:** Supportbuddy

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## **Description**

The company under that name, Bakersfield CA, hacks into unsuspecting Internet users communication. It pretends to be a technician from the IP, in my case Verizon Fios, telling that there is an immediate problem with the computer in use, one need to call (b) (6) immediately. They then try to extract money for servicing the computer online.

Representing themselves as technicians of another company should be illegal and prosecuted. This outfit needs to be shut down.

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## Ticket: # 1024971 - High FEC Uncorrectable Errors on Upstream Caused by Very High SNR on Upstream Node

**Date:** 6/8/2016 8:24:09 AM

**City/State/Zip:** Harveys Lake, Pennsylvania 18618-9703

**Company Complaining About:** Comcast

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### Description

Hello,

I have been having an issue with my ISP, Comcast/Xfinity, for 6+ months now. I have been experiencing intermittent, but frequent, upstream crashes for these 6+ months.

From what I've been told previously, a line technician is required to resolve my issue. Comcast has told me my issue is caused by high FEC uncorrectable errors on my upstream which appear to be caused by extremely high noise (SNR) on the upstream of my node.

I have already been in contact with Comcast support many times in regards to this issue. I have gone through Comcast live chat, the 800 number, the @ComcastCares Twitter account, have spoken with the advanced technical support team numerous times, and have been in contact with Comcast employees on the DSLReports.com forums.

It has been confirmed by two different technicians, one on the phone and one who visited on site, that there are very high FEC uncorrectable errors on my upstream and that a line technician is required.

Initially on 4/11/2016 a premise tech came out to my house, tested everything, and ran a new drop from the street to my house. After this tech visit, the issue still existed and I informed Comcast.

I later got a call from a Comcast advanced tech in Denmark at phone number 888-824-8988. They mentioned that the FEC uncorrectable errors are very high on my upstream and that they were scheduling another premise tech to come out. I was told that if the premise tech saw no issues, that it should be escalated to the line techs.

On 5/7/2016 another premise tech showed up. The job number for this visit was 504137 and the tech number was 8687. This tech was very friendly, polite, and personable. He eventually tested the cable tap on the utility pole that runs to my house and confirmed the high FEC uncorrectable upstream errors and told me that a line tech would be required. He noted to me that there is an amplifier directly next to the cable tap on the utility pole and that something may have to be adjusted and/or replaced in there by the line tech. He said a couple of the line techs recently left their jobs so it might take a couple of days before one could show up. He said a line tech should be out on either 5/8/2016 or 5/9/2016. He also told me to wait until 5/11/2016, to see if my problem still exists.

On 5/14/2016 my problem still existed, which lead me to believe the line tech never came out and/or was never scheduled to come out. I spoke with Comcast and informed them what happened. From what I was told, they saw no records of a line technician out at my house after the tech visit on 5/7/2016.

Unexpectedly on 5/15/2016 another premise tech showed up at my house and once again replaced the cable drop from the utility pole to my house, which was previously done by the tech visit on 4/11/2016. This did not correct my issue though, previously or this time. I was not around when this premise tech was around to speak with them, but was informed by both Comcast and my neighbors that a premise tech was at my house and replaced the drop from the pole to my house.

As 3 premise techs have already been to my location and tested/checked everything inside of my house and out to the cable tap at the utility pole, I am to believe what the premise tech on 5/7/2016 told me, and that a line technician is still required to address my issue. I spoke with advanced technical support during 2 different instances as well, and the person in Denmark also mentioned the need for a line tech to address my issue. Lastly, I also confirmed with a Comcast technician on the DSLReports.com forums, that he is also seeing high uncorrectable errors on my upstream and that my issue would have to be escalated to the line techs.

I'm still in need of the line techs to come out and address the issue of the high FEC uncorrectable errors on my upstream. This issue is causing intermittent upstream crashes, where my upload speeds will drop to around 0.05 Mbps, which will typically last for a good 20-30 minutes before returning back to normal. My normal upload speed is around 12 Mbps.

In summary, I continue to experience frequent upstream (upload speed) crashes. Comcast has diagnosed the problem as being caused by high FEC uncorrectable errors on my upstream which are caused by extremely high noise (SNR) on the upstream of my node. I was told, by numerous technicians, that a line technician is required to further diagnose/troubleshoot my issue, but as I've been told by Comcast, no line techs have ever been out on my street or in my neighborhood to address my issue.

Included are three charts provided to me from Comcast that show the upstream SNR over my node. The dropouts on the blue line represent the times that my upload speed crashes.

Thank you.

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**Ticket: # 1009259 - FRONTIER COMMUNICATIONS changeover from Verizon Fios - Long Beach, CA**

**Date:** 5/31/2016 10:52:34 AM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Frontier Communications

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## **Description**

I have had no working internet for over a week now. The frontier customer service rep who opened a ticket with me via email (5/24/16) and tried troubleshooting has flat out stopper replying (5/27/16). I called 5/27/16 and spoke with a tech who tried the same troubleshooting with no luck, scheduled a tech for Monday 5/30/16 between 2-5pm. The tech did not show up. When I called 5/30/16 evening, they had no open tickets under my account and said the confirmation # for the tech visit linked to a strangers account. They then proceeded to set a tech to come out 5/31/16, I called the morning of 5/31/16 and the rep said they investigated and the trouble is at their station, not my end. So they cancelled the tech that was supposed to come today 5/31/16 between 12-5pm but yet never called to inform us. When I asked for ETA of return to service he said it is usually 24-48 hours. Yet today marks 9 days without internet. We are now currently over data usage on cellphone by \$50 and rising since we work part time from home. I trade stocks and have have lost who knows how much money due to the outage at our home, in addition our security system and camera do not function without wifi. To complete the mess our TV service with Frontier has stopped working properly, all this with no end in sight. Yet they have no complications billing and taking the money from my account in a timely fashion. I have spoken to multiple reps/techs, been put on hold endlessly and hung up on several times.

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**Ticket: # 1010305 - AT&T internet service**

**Date:** 5/31/2016 4:02:59 PM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** AT&T

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## **Description**

AT&T overcharges and changes the monthly fees of my internet service every few months with no explanation. Also, my internet service has quit working three times within the last month and a half. This company does not maintain the copper lines that the internet service runs through, and each time it rains my internet service goes out. When I call the technical support dept., the technician will predictably argue that they are not seeing any anomalies on the line at their end. I have to explain to the technical support dept. that every time it rains this connectivity problem occurs. AT&T discourages the 1st tier technical support dept. to write up a ticket for a technician to come to the premises to resolve the problem, since it costs the company money to send a truck to the customers' residence or place of business. When you ask to speak to a supervisor, the technician will place you on hold indefinitely until you finally hang up 40 minutes later or will argue with you and hang up the phone. Today, after numerous calls and two and a half hours on the phone, I finally spoke to a manager who was very polite and scheduled a technician to come out. I observed the technician on the pole about an hour later and a within a few minutes after the technician arrived, the internet service was working again. This problem should not have taken hours on the phone to resolve. This company is one of the worst Fortune 500 companies in the world. It is a greedy and inept company with employees who have nothing but the up-most disdain and contempt for their customers. Every time I call the 1-800 number to address some issue, it causes me a tremendous amount of aggravation that takes up a good part of my day. I absolutely detest this company.

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**Ticket: # 1010354 - Internet phone service**

**Date:** 5/31/2016 4:16:12 PM

**City/State/Zip:** Evanston, Illinois 60202

**Company Complaining About:** Comcast

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### **Description**

Comcast is not allowing phone calls originating from their internet based phone service to connect to other internet based phone services, and/or is redirecting phone calls to other phone/fax numbers. We are losing business because customers cannot phone us unless they use another, non-Comcast service.

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**Ticket: # 1011103 - contacting yahoo**

**Date:** 5/31/2016 8:54:35 PM

**City/State/Zip:** Medford, New Jersey 08055

**Company Complaining About:** Yahoo.com

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## **Description**

Dear FCC,

I have an email account with Yahoo!.com. They are constantly adding, changing, subtracting from the mail page. There is no "normal" way to contact the company and request assistance. All I can find are posts, forums, sites that don't address what the company says they should, and other useless sites to try. Isn't there some sort of requirement that the company provide its clients with an active email address or a customer service telephone number? I hate that they change the site without explaining how to use the new format.

Thank you for listening,

PS I probably put this in the wrong category, but couldn't find customer service listed

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**Ticket: # 1011132 - time warner internet**

**Date:** 5/31/2016 9:11:11 PM

**City/State/Zip:** Caribou, Maine 04736

**Company Complaining About:** Time Warner

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### **Description**

It seems that people can black list an ip address without cause simply by providing an issue false or not. Guilty party possibly Salon.com



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**Ticket: # 1011191 - constant interruptions /infections/cutoffs**

**Date:** 5/31/2016 9:51:56 PM

**City/State/Zip:** Lincolnton, North Carolina 28092

**Company Complaining About:** Charter

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## **Description**

Am being blocked from installing a program from AVG my computer is being hacked and i need help from someone. Someone needs to trace this computer I believe a crime is being committed. Please advise on feasibility on contacting FBI

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**Ticket: # 1011280 - Internet service**

**Date:** 5/31/2016 11:29:10 PM

**City/State/Zip:** Cut Off, Louisiana 70345

**Company Complaining About:** Vision Communications

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## **Description**

I'm writing to file a complaint against vision communications (eatel) in larose Louisiana... It seems every evening at 10:30-10:45 my internet stops working... This occurs pretty much every night at this time... Tonight, I started having trouble earlier and I am fed up with this company... I know many people in this community feel the same and have the same complaints... I feel like they are stealing from us by not providing the service we have subscribed to... I've lived in my current home for three years and I am on my 3rd vision provided router... It would likely have been replaced more often than that if I would have time to sit at home and wait for the service call that they won't even show up for... Something has to be done! This is the only Internet provider in this area creating a monopoly which I'm pretty sure is illegal... I appreciate any help! Thank u!

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**Ticket: # 1011335 - Unauthorized control of computer**

**Date:** 6/1/2016 1:06:21 AM

**City/State/Zip:** Banks, Oregon 97106

**Company Complaining About:** Microsoft Corporation

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## **Description**

On 5-30-2016 the Microsoft Corporation took control of my computer without my permission and updated my Windows 7 operating system with their Windows 10 system. This change was unsolicited and there was no way to cancel it. This action in my opinion is no different than any hacker taking control of someone's computer to use for their benefit. This unauthorized action took place after months of Microsoft placing pop-up ads on my computer, which I deleted. I request the FCC investigate this and numerous other similar complaints and take the necessary action to prevent this unauthorized kind of tampering with private property.

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**Ticket: # 1011438 - a vendor obviously a scam got my friends visa card number**

**Date:** 6/1/2016 8:34:24 AM

**City/State/Zip:** Charleston, West Virginia 25301

**Company Complaining About:** My Life Supposedly At 888 704 1901 Ms. Gamos Is On Suddenlink At Borboleta 373777 Please Do Not Tell Her If At All Convenientat

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## **Description**

May the 29th "My Life" on the internet of my friend told me I could "have My life for 7 days for one dollar" I gave them the (b) (6) belonging to (b) (6)

(b) (6) by calling (b) (6) was supposedly able to cancel guess what nothing but a busy signal. as (b) (6) (I am her caretaker during her cancer treatment) does NOT KNOW OF THIS!she is sick I wish to cancel as I did that night, help I was supposed to have 7 days and tried that night! busy till today no reply must be a scam. I do not need any questions by the authorities in front of (b) (6) as she is ill and frail I need her card to not be stolen from. Thank you (b) (6)

PACTS (b) (6) U.S. District Court Charleston W Va.304 347 3332 note I am homeless check with (b) (6) Mail address (b) (6)(b) (6) St. Charleston WV . 25301

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**Ticket: # 1011686 - Public wifi excessive interference****Date:** 6/1/2016 10:48:26 AM**City/State/Zip:** Colorado Springs, Colorado 80936**Company Complaining About:** Pikes Peak Public Library 21c

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**Description**

I have mandatory requirement for unemployment and I use public wifi to file in the parking lot of library. Because I have been here frequently I arrived before opening to do my business. First the secure t&c page for the server didn't present itself after opening a link on indeed.com which I used this same signal with the t&c accepted and applied 2days ago. So when on the same website indeed.com after opening a link for P/T marketing of dog food trouble started with wifi server. First other employment links wouldn't open, next I logged out of wifi and logged back in and as stated the secure acceptance t@c page for Aruba didn't appear after repeated attempts so I did more troubleshooting with no resolve. Contacting manufacturer of phone produced error message when correct data was entered. So because of the way things happened (and it seems the last submit tall did go through to the fcc as I got a sign in page with no page stating acceptance of complaint. I am typing fast because the signal is irrational and I don't appreciate the unnecessary brute force used in this community and at this current time. The server isn't allowing me to correct spelling errors as the device though new replacement isn't working properly. This is typical when I proceed to protect my interests and I can w/o doubt state that these overly protected bs'ers actually cause the problems and drama by their unnecessary brute force because after I filed employment requests , looked at some email and news I would be gone quickly. Except the network in this town has their supposed bad boys that they plan to use that cause trouble while inside the library with hacking and all sorts of stuff and limit my own personal resources. For a plan not mine but someone else's with my life.

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**Ticket: # 1012109 - Unwanted email**

**Date:** 6/1/2016 1:32:50 PM

**City/State/Zip:** Mt Prospect, Illinois 60056

**Company Complaining About:** Rakuten.com

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**Description**

Email bombarding , complicated to unlist , never contacted them

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**Ticket: # 1012215 - Monopolistic Internet at my location AND inability to provide timely installation**

**Date:** 6/1/2016 2:04:06 PM

**City/State/Zip:** Carrollton, Texas 75006

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier Communication Corp has assumed Verizon FiOS service at large apartment complex in Carrollton TX 75006. There is no competition, some entity either the City of Carrollton or the Developer (may be Lincoln Properties) signed an exclusive with Verizon; prevents any price pressure on the incumbent and does not drive a high level of customer service. I ordered internet today (June 1, 2016) and they gave me an installation date of June 23rd.

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**Ticket: # 1012434 - Persistent crisis with UVERSE operated by AT&T!**

**Date:** 6/1/2016 3:14:54 PM

**City/State/Zip:** Springfield, Missouri 65804

**Company Complaining About:** AT&T

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## **Description**

Good afternoon FCC: I must thank FCC for its wonderful oversight of telecommunications service in the country. I am appealing to FCC to resolve a nagging and persistent problem I have been experiencing with AT&T.

Since October of 2014 when I subscribed to UVERSE offered by AT&T, I have had terrible experience with my land phone service. Each time my land phone failed, I called AT&T Technical Support. The AT&T database will clearly indicate my multiple concerns since the fall of 2014.

In spite of the technician coming into my home on each occasion to correct the problem and assuring me that everything was functioning appropriately, my land phone would breakdown again, often in the midst of important phone discussions.

On one occasion, a technician suggested moving the modem to another section of the house to enhance reception. In spite of this, the disruption to my phone service persisted.

At a point, I changed the batteries to my phone. This did not resolve the problem, either.

On the basis of the above technical difficulties, you will see that the AT&T company has failed to provide satisfactory explanation for the recurring problem.

When I became frustrated, I requested to speak to the President and CEO of AT&T on the matter; however, the rep who took my phone call did not oblige.

I am sick and tired of the recurring breakdown in phone discussions on the UVERSE line, which was rated by AT&T as the fastest and most reliable service.

I am hoping that FCC will weigh into this, so I can revert to my previous DSL service which was more stable.

I am also asking AT&T to provide sufficient phone credit for the for the numerous times I have been inconvenienced through embarrassing phone disruptions.

Thank you very much indeed for your kind intervention.

Sincerely yours,



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**Ticket: # 1012503 - Tech issue effecting pay**

**Date:** 6/1/2016 3:31:43 PM

**City/State/Zip:** Hepzibah, Georgia 30815

**Company Complaining About:** Comcast

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## **Description**

I have a business account with com cast and have been experience issue with interference and signal strength wih Comcast which are creating packet loss and my calls dropping on my VPN which I take calls one. I have been call Comcast since 9 am and was hung up on twice. I selected an option to receive a call back at 9:39 am and did not get the call back until 12:52 pm. A tech support agent with Comcast check my internet and said he did see a significant amount of interference with my internet and he would send a tech out and would send me an email to confirm and also have a supervisor call me back. That never happened. I have asked to speak with supervisor and no one gets me to a supervisor, I was even told by one agent he could not transfer me to a supervisor because I was transferred to him. According to Comcast business promise if we have an interference we should receive a credit on our account, however the want to offer me only a 75 credit on my account and I lost my entire wages for today due to the internet issue on their end I make 12.50 an hour and I am require to have compatible internet speed and connection with my companies tech policies in order to stay employed. Once I have a tech issue that cannot be resolved by tech care I have to be excused from work until the issue with fixed which is unpaid. One agent promised me that he would be able to provide me with a credit of 125 on my bill because he looked in my area and saw that there were a number of outages in my area for the last three months, he could tell by my address. He said he would put the credit in and placed me on hold, he came back and told me because I haven't called in multiple times about my internet connection issue he could not issue me the full 125 even though he knew it was a recurring issue. I felt that was very dishonest, this company knows they have outages in the area you live in, and do nothing to fix it, and only will fix it if you call in every day for 60 days. I am a business customer that pays for top quality service that I can rely on in order to pay my bills. I do not have 4 hours everyday to call in order to report an issue that they are already aware of. I do not feel like comcast is being transparent of that service they are providing me, and have not been accurate and truthful about tech issues they already knew existed. Every call I lose on my phone I lose revenue, I can make up to 150 per call in each day and I take over 100 calls a day and required to meet a revenue minimum of 50,000 per month, this is impossible to do if I have having issue with my call quality. I have attached an email from my supervisor and the test that was ran on VPN phone. The reason why I switched from ATT to Comcast because I was told that Comcast have the upload speed I need in order to work for Enterprise, and so far I feel like I am being ripped off.

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**Ticket: # 1013254 - online tec support fraud**

**Date:** 6/1/2016 9:27:41 PM

**City/State/Zip:** Aurora, Illinois 60506

**Company Complaining About:** Comcast

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## **Description**

I was contacted by Technical Infp solutions and told they could fix my computer. I learned later that this was a scam. I have 2 numbers for these people (b) (6) and (b) (6). They told me my technicians names where Steve Taylor and Nick Watson. To say the least they did nothing for my pc and cost me 399.00 for "life time service" Thank you (b) (6)

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**Ticket: # 1023539 - unwanted emails & texts on my pc & smart phone**

**Date:** 6/7/2016 3:38:00 PM

**City/State/Zip:** Boonton Twp., New Jersey 07005

**Company Complaining About:** Optimum

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## **Description**

iam getting numerous emails & texts from america hope resource. i have tried to unsubscribe many times. when i click on unsubscribe a new page comes up stating page can not be found. i have also replied numerous times to stop & they continue to email & text me.

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**Ticket: # 1013521 - complaint**

**Date:** 6/2/2016 5:39:45 AM

**City/State/Zip:** Mountain Home, Arkansas 72653

**Company Complaining About:** Sudden Link

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## **Description**

An email received from fridaygoodtender.com with phone (b) (6) pretended to be a representative of Microsoft. They had a microsoft image on the screen and appeared to be from microsoft but they were hackers. They threatened that if I did not use their security service within 5 minutes my computer would crash. I refused and they crashed my computer ruining all the drives. I had my honest security protection service restore my defunct computer after the breach by the hackers.

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**Ticket: # 1013619 - Microsoft installs software on my computer without my permission**

**Date:** 6/2/2016 8:57:45 AM

**City/State/Zip:** Mooresville, North Carolina 28117

**Company Complaining About:** Microsoft

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## **Description**

6/2/16 - my computer was automatically shifted to Windows 10 without my permission. Microsoft calls this an "update", but it is not. Windows 10 is a completely different operating system that cancels out software that I have painstakingly installed for my business operation. Windows 10 is a horrible operating system and I don't want it. I also object to Microsoft putting pop-ups asking me to update to Windows 10. These pop-ups bypass my "pop-up blocker" feature in my security software and constantly happen, no matter how many times I delete them. I don't want to constantly have to close pop-up windows manually. There is no way to make them stop.

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**Ticket: # 1032329 - Work at home affiliates who are working with Date sites and Time Warner, isp's**

**Date:** 6/12/2016 5:21:27 PM

**City/State/Zip:** Surfside Beach, South Carolina 29575

**Company Complaining About:** Frontier Communications

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## **Description**

Tip for the FBI concerning the hacking of my computers and cell phone plus possibly the monitoring device for my Heart Pace Maker and Defibrillator. The reason i say this is because I was threatened that my medical device would be hacked and set off if i reported the hacking. My ISP called me and said that they could not stop the hacking because it was through the apps and the ease of access programs as well as java script and the browser. I still want to file charges of abuse and harassment of a vulnerable adult and possibly a color of law complaint on my local police department. However I learned about some very serious crimes taking place by the same hackers that hacked me. They are into some really nasty activity that I want everyone around me to know about so that we can protect ourselves from lies.

The reason they were so threatening so violently was because i caught the hackers marketing prostitutes call girls web cams and running a scam as affiliates on the dating sites. They are not helping them pay there bills there are making big money off of them. I was trying to learn who and how they were hacking me but i watched them as they have got a really profitable system built up to get paid from the dating sites,paid from hookers and cam girls, escort services I was contacted by Frontier.com as they are my ISP and i was told that I should contact you ces and even some local individuals who happen to know what they do. My personal opinion is that they are so sure about not being caught that may very well be selling or helping sell drugs online. I will be happy to explain what i saw and herd and watched to a agent because the officer must be knowledgeable on the system hacks and what they are capable of doing. I also have video recordings and pictures of files before they were erased by the hackers. They are manipulating people into filling out multiple dating site profiles by offering sex if its done and screening to look for law enforcement before talking about the price for sex and using online adds to promote the escorts and other aspects of this actions. Another thing they do is give new people a vip verification system for free this is to get them started and to gain access to the new girls PC so they can find ways to force her to do this every time. They use this to requiet people into the adult entertainment field. They affiliates know i want to report them so i may need protection please find out for me thank you. (b) [REDACTED]

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**Ticket: # 1013676 - Norton Antivirus**

**Date:** 6/2/2016 9:43:26 AM

**City/State/Zip:** Tampa, Florida 33606

**Company Complaining About:** Frontier Communications

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## **Description**

While working on my computer, I received a pop-up that said my Windows Defender Security was turned off. Of course, I clicked on the pop-up thinking I was turning it back on. However, instead Norton Antivirus downloaded onto my computer automatically and disabled Windows Defender. Even when I tried to turn Windows Defender back on, it would not. Norton basically hijacked my security system. I was able to uninstall it but only after having to go through a series of windows where it kept trying to make me keep it citing that I have "30 days for free". This is wrong that an antivirus company is acting like a virus. By the way - This has nothing to do all the questions you are asking below; there isn't even an "Internet Issue" category in your pull-downs that applies to this issue.

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**Ticket: # 1013792 - Frontier Internet Business account**

**Date:** 6/2/2016 10:44:12 AM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier took over Verizon business account. during roll out business account with static IP and DNS address wasn't informed or get updated of Frontier DNS new number during switched over which caused us no Internet connection. Our business solely rely on Internet to function daily yet still Frontier doesn't have solution to fix the issue. It had been 3 days and Not getting solved. Our business is suffering great loss due to Internet being down. Frontier can't even give us time frame when the issue will be solved.



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**Ticket: # 1013877 - MACKEEPER VIRUS/MALWARE**

**Date:** 6/2/2016 11:08:52 AM

**City/State/Zip:** Bellingham, Washington 98226

**Company Complaining About:** Comcast

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## **Description**

My computer is daily being hacked by the Mackeeper attacker virus/malware. In recent weeks, it has attempted to access my system and files. I have erased history/cookies to no avail. The Norton Protection system used by Comcast is ineffective. Blocking popup ads doesn't work because all other sites use cookies and won't allow access if they are blocked. MacKeeper is now using the terms Safari and Apple illegally as names to allow access around virus protections. This predator must be stopped.

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**Ticket: # 1048389 - I believe my laptop has been tapped**

**Date:** 6/21/2016 6:49:40 PM

**City/State/Zip:** Indianapolis, Indiana 46201

**Company Complaining About:** Bright House

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## **Description**

I have only had too wemen in my apt and when i have made music from loops before out of Mixcraft pro studio i was able tobefore but latley i have been unable to do so i have not been able to upload any more song's on soundcloud or publish them on soundcloud only on youtube `, then i tried to sign up to some other site online i had to really do it over and over again to reset my pas word when it was correct in my Boost mobile phone when after i checked on my laptop but any ways it was the wright pass word but when i did reset it it eventually worked wright after 4 to 5 time's i would like my laptop researched or investigated for further issue's to stop.

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[Ticket: # 1014687 - Xfinity wifi marketing practice](#)

**Date:** 6/2/2016 3:26:14 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

When I open my computer, Xfinity, which is my ISP, overrides my personal wifi connection and connects me to xfinitywifi.com. A page is opened which ask me to sign up for Xfinity wifi services. In some cases I have not been able to delete the page. I must restart my computer and manually connect to my own network. I have complained three times to Xfinity customer service, but it continues

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**Ticket: # 1015332 - Microsoft Windows 10 Locking Me out of my Own Personal Computer.**

**Date:** 6/2/2016 7:34:48 PM

**City/State/Zip:** Camarillo, California 93010

**Company Complaining About:** Microsoft

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**Description**

Microsoft installed a password application on my computer when I logged into their tech. -live chat for help with a windows 10 problem. Without my permission they arbitrarily installed the password application for when I turned on my personal lap top computer. The password I entered was not accepted and I was Locked out of my computer - my own purchased computer. It would not allow me to access the internet, to reset my password, and it would not allow me to access any of my own purchased software or photographs. Microsoft completely locked me out. Only by going to the local library and getting help could I get back into my own computer. Microsoft has no right to lock anyone out of their own computer. Just because I have a personal computer - not a Mac - Microsoft should not be allowed to take over operation of my computer. Windows 10 should be an operating system. Microsoft should Not be allowed to insert their own choices without the user's permission. I did not give permission for them to cross over the password application to my personal lap top for when I turn on my computer. When I had to set up a password to get tech. help, that application should Not have been installed on my computer for when I turn on my computer. When I turn my computer on I want to access to my computer and to my purchased software. Not be completely Locked out because of Microsoft. Please have Microsoft Remove their password application. It was not on my computer for two years since buying my computer, now because I needed tech. assistance they have put it on. I want it off. I will appreciate your help in this matter.

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**Ticket: # 1015879 - cookie Virus**

**Date:** 6/3/2016 8:31:45 AM

**City/State/Zip:** Carver, Massachusetts 02330

**Company Complaining About:** Comcast

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## **Description**

Yahoo or an employee is sending cookie virus to any ip address connected with (b) (6) and I believe this is a serious violation of fcc rules for internet usage. They should receive this very large fine for this.

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[Ticket: # 1015725 - Internet blocked](#)

**Date:** 6/3/2016 1:51:41 AM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** Verizon

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## **Description**

The TJ Fridays in the Sams Town Casino in Las Vegas is blocking my Verizon service to force me to use their service.

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**Ticket: # 1015817 - Internet Outages and Drops**

**Date:** 6/3/2016 7:09:03 AM

**City/State/Zip:** Cooper City, Florida 33328

**Company Complaining About:** Comcast

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**Description**

My wife and I recently upgraded to the Comcast Unlimited Plan. Ever since upgrading we have noticed crippling internet speeds around 9pm that last the whole night. Before we upgraded the speeds were never an issue and we were able to stream and work from home, after the kids went to bed, without any interruption. Now it is a bug inconvenience when our internet drops out. Devices, whether they are wired or wireless, all experience almost complete loses of signal.

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**Ticket: # 1015914 - WOW! Internet Hijacking requests and inserting their own content**

**Date:** 6/3/2016 9:05:54 AM

**City/State/Zip:** Columbus, Ohio 43201

**Company Complaining About:** Wow! Internet

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## **Description**

I recently started using WOW! internet and have noticed at least daily content injections of ads and "contact us if you need support" iframes/ads. They are modifying traffic in stream.



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## **Ticket: # 1027734 - Ongoing Lack of Resolution to Business Internet Service Interruptions - Xfinity Colorado**

**Date:** 6/9/2016 12:56:40 PM

**City/State/Zip:** Commerce City, Colorado 80022

**Company Complaining About:** Comcast

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### **Description**

To whom it may concern,

We continue to experience service interruptions with our Comcast/Xfinity Business Internet service and are requesting assistance in seeking resolution. Comcast/Xfinity has yet to do anything meaningful than dispatching a first level field tech to try and troubleshoot the problem. The issue is something is causing our modem to randomly reset itself. When this occurs we go down for 15-20 minutes at a time. This happens with some regularity to the tune of at least once every 10-14 days. On one occasion this occurred 3 times in one day. Being a global business when these resets occur our business is affected negatively as our clients from abroad also experience disconnects. Some of our customers are starting to complain more and more to us about these interruptions. One has even threatened to take their data elsewhere if this does not become a more reliable system. Over the past year I would bet we have called Comcast/Xfinity at least a half dozen times or more to complain about this and yet each time their techs come out the failures continue. With the latest occurring just yesterday while the tech was here onsite troubleshooting yet again; which by the way did not even log as a fault or service interruption in their system, as he diligently explained to our in house IT person and myself. The tech said ANY service interruptions would automatically log in their system. If they get a fixed number of system interruptions from a given area their system automatically creates a service ticket and techs are dispatched to troubleshoot. Yet it failed/reset while he was here troubleshooting our complaint and it did not log the interruption...? All they keep doing is sending someone out and they say it's either our network or they start recommending changing or adding components/software to our network at our cost. However they cannot tell us definitively that (1) it is our network or (2) what is causing the issue from our network. All they can say is they do not see an issue from the service coming in side yet something is making or causing our modem to reset on its own. The cycle goes:

1. service interruption(s) occur
2. call to Comcast made
3. CSR on the phone says they do not have reports of outages in the area
4. Field tech is dispatched
5. Field tech troubleshoots and says they do not see anything wrong with the service coming into the building followed by they suspect it's the modem. 4 modems later now we are still having the issue repeating itself still. After explaining to each tech what the prior tech said/did to troubleshoot they seem to be at a loss with what they can do about it. Techs then start spouting out unfounded possible root causes and/or recommendations such as;
  - a. It's your office network (very broad statement with no substantiation)
  - b. It's the switches being used, which we changed at our expense after the previous tech said that MAY be the issue. It was an older style managed switch at that time, and by the way it failed again after purchasing and installing brand new switches their tech recommended doing.

c. Now the last tech that showed up yesterday (08 JUN 16) and said he recommended a Firewall, again at our cost for something not proven to be the cause the modem keeps resetting on its own. Our in house IT guy said it's not needed as the system works for 3 years now outside of these interruptions; plus nothing we have has a DHCP installed so no signal is being fed too or received by the Comcast modem from our office network.

d. The last tech also stated we can have fiber optics ran/installed, again at our cost, to maybe cure this random modem reset.

Again, this has been going on for over 1+ years. Hopefully you can understand our frustration with this. We are fed up with this issue and are seeking some type of help in resolving this or help in escalating this VERY problematic issue as it is effecting our ability to do business.

We have investigated alternate solutions for internet access and at this time there are very few. Those that are available are very costly to get a fraction of the speed that we need to properly run our businesses.

You may reach myself, Bill Ottens, at (b) (6) (IT for Aerofield Services) or (b) (6) ( or Rupert Casillas (VP Technical at Aerofield Services) at (b) (6) (b) (6)

We thank you for any support you can offer regarding our issue, thank you.

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**Ticket: # 1016375 - Wifi frequencies being jammed by Comcast**

**Date:** 6/3/2016 12:16:48 PM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

The issue with the "xfinitywifi" public hotspots that are in all current Comcast router/wifi combo boxes, labeled "gateways" by Comcast. Comcast rents these boxes to customers and the customer sets up a WiFi network. The problem is the box is also broadcasting a separate network called "xfinitywifi" simultaneously on multiple frequencies and also on the same 2.4 GHz frequency as the consumers WiFi network. In a dense setting like an apartment or condo building for instance where I live (Comcast being our only cable internet option) there are around 15-20 "xfinitywifi" signals being broadcast along with another 20 customer WiFi networks and it's completely jamming the airspace.

Comcast claims that the customer can turn off the "xfinitywifi" network but that is only a half truth. All the customer is really turning off is the broadcast of the SSID or network name. The signal is still being broadcast, and although hidden, it interferes with all nearby networks using that frequency causing slow WiFi speeds and disconnects.

Personally my usability of WiFi in my home has been drastically limited by this interference, there are no free frequencies and they are all being broadcast on top of each other.

The solution to this is regulation of this side network "xfinitywifi" when it is being used in a dense setting like in urban buildings and apartment complexes. Comcast should not be allowed to jam every 2.4Ghz frequency for their own goal of building a large rentable by the day WiFi network at the expense of those who actually live in the areas where it is deployed.

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**Ticket: # 1016416 - frontier fios**

**Date:** 6/3/2016 12:28:47 PM

**City/State/Zip:** Colleyville, Texas 76034

**Company Complaining About:** Frontier Communications

---

### **Description**

we are having internet problem since may 16 and have created 3 ticket but no response from them , initially it was off and on and now no internet for last 5 days and we cant get any service despite of daily phone calls 4-5 per day to support but daily same thing someone is on its way today and so far no one has showed up and no internet yet, we told them its doctors office and still despite they said they have escalate it to medical emergency no one showed up yet

---

**Ticket: # 1016671 - Comcast**

**Date:** 6/3/2016 1:55:50 PM

**City/State/Zip:** Nahant, Massachusetts 01908

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer and have never received such horrible customer service ever. I was recently diagnosed with cancer and am unable to pay for the huge cable bill I receive any longer. I was told by Vivek in a customer support chat that I could receive basic cable and internet for \$74.00, and then told soon after there is a promotion and I can get this for \$49.99 but have to call the sales line. I call and I am now speaking to my 4th person and he tells me that the person who quoted me doesn't know what he's talking about and said the actual cost is \$97.00. He wouldn't honor the previous quote and said there is nothing they can do for me. I live in a small town and the internet is horrible and constantly gets disconnected, but I always pay my whopping \$185.00 bill even though I didn't have service for some of the days in the month. I am disgusted at how they can continue on when they are the worst. I will be cancelling and trying Verizon.

---

**Ticket: # 1016876 - bad service from Windstream**

**Date:** 6/3/2016 3:00:07 PM

**City/State/Zip:** Barney, Georgia 31625

**Company Complaining About:** Windstream Communications

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### **Description**

The internet works very poorly, or not at all, and calling for repair is made very difficult to impossible. It is my belief that they have no intent to help customers because they are the only provider available. I spent an afternoon getting a service call scheduled, then they didn't show up. I tried to call back but could only get commercials on the line, then they cut me off.

---

**Ticket: # 1016852 - [WWW.CANEID.MIAMI.EDU](http://WWW.CANEID.MIAMI.EDU): CANE ID: CDW38**

**Date:** 6/3/2016 2:50:08 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Verizon

---

### **Description**

911: SIGNIN ERROR MESSAGE: PASSWORD AND SECURITY QUESTION COULD NOT BE RESET BY INFORMATION TECHNOLOGY STAFF. USERID,CANEID: CDW38  
MENTIONED AN, ERROR MESSAGE, WHEN "IT" STAFF TRIED RESETTING MY PASSWORD TO GIVE ME ACCESS TO MY ACCOUNT TO CREATE A SECURITY QUESTION.

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**Ticket: # 1016977 - Issues with Comcast**

**Date:** 6/3/2016 3:34:16 PM

**City/State/Zip:** Pikesville, Maryland 21208

**Company Complaining About:** Comcast

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**Description**

Since signing up, 8 years ago, we have had terrible internet service. Sometimes it is worse than others. When it's not so bad (drops a few times a day) we don't bother calling because the automated service is so maddening and then with actual human customer service, you never know if you're going to get someone who can do their job. Or cares to do their job.

Recently things have been getting worse. Last week, May 25th, a "technician" came out to the house. "James" told me that the issues were to do with "interference on the line up to the bedroom" and "external lines". He told me that the external lines were running underground across our neighbors yard, which was not only illegal, it was probably the main reason as the neighbors are in the process of cutting down large trees and grinding down stumps. He told me he would be back in 2 days, on Friday the 27th, to install new external lines around the perimeter of our yard from the pole to the house. He gave me his cell phone number to call to provide him with updates and to get a timeline from him.

He also "partially blocked" our line upstairs. This was to try to eliminate the "noise" or "interference" he was reading on one of our lines. He "partially blocked" the line which meant we could still get TV, but that we would no longer be able to get On Demand services. He was correct, this is what I discovered when I checked my upstairs TV.

Thursday night came round and since I had not received any call from "James", I called him on the number provided. He did not answer. I left a message and never received a call back. I tried again and heard the line being answered and was then hung up on.

I called Comcast customer service, who told me they had no record of "James" having set up a tech appointment for Friday. They also told me that "James" had left ZERO notes on my account, so they could not comment on anything.

So, another tech appointment was set up. This technician was great (they usually are until they leave). He also thought that the upstairs line was the issue and decided to cut the line completely so that our internet would be good. He did this and also provided me with a number for custom cabling through Comcast so get the "possible bad wiring" sorted. I want to state that this tech, Alex, was professional and he did actually answer his phone when I called him later on that day.

Custom Cabling were great and are scheduled to come out (at the expense of Comcast) on Monday. We are continuing to have the exact same issues with our internet though, even though the "bad line" has been disconnected.

I have called multiple times and while I'm on the phone, our service usually comes back up again. When this happens, the customer service rep always behaves like they fixed the issue, when they did not - it's a random issue that NO ONE has ever sorted.

I am paying out of the nose for a service that I am not getting. It is so frustrating.

I spoke to a seemingly able customer service rep this afternoon who was good. She has arranged a tech to come out to my house on Monday and informed me that the tech who comes on Monday will schedule an external cabling person for me when they are here. She told me to be sure to ask them for a ticket number so I know they're not bullshitting me.

It seems to be my job to ensure that I am not being taken for a ride.



I then asked her how to make a formal complaint about "James", the Wednesday technician. There is ZERO protocol! There is nothing in place for me to make a complaint about a technician who came out to my house, did half a job, promised me he would be back (clearly lying, as he never gave me a ticket number, which at the time I didn't know I was suppose to get), gave me a phone number he never answered and never replied to messages left, SWITCHED OFF PART OF MY SERVICE THAT I AM STILL PAYING FOR (I found out from someone else that he wasn't meant to have the ability to do that, but hey, they seem to do what they want) ...

ZERO chance for me to file any kind of complaint against an individual.

"James" (maybe that's not even his name - the customer service rep this afternoon told me she had no record of any name or technician number to confirm or deny that "James" is actually James) spent a lot of his time here telling me about his existing baby and that he had just had another one. How great he is at his job and while he was talking to his boss, he got a promotion there and then - while outside my house making promises that he never kept. Or so he says.

Of course it's my word against theirs. How can I prove anything if the "technicians" don't make any notes on my file? And if I have zero recourse to make any kind of follow up with their superior?

What am I paying for? around \$100/month for internet that often drops?

Not to mention calling and having people trying to sell me services I don't want or need, then signing me up for stuff anyway, stuff I've not agreed to and telling me that if I cancel I will be breaking a 2 year contract and it will cost me around \$200, that I NEVER SIGNED TO BEGIN WITH!

I am so frustrated, so sick and tired of this company. But I am more frustrated with the fact that we have ZERO other options! Between Comcast and Verizon, they have a monopoly and can therefor treat their "clients" as terribly as they do.

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**Ticket: # 1017326 - Extremely unreliable dsl service**

**Date:** 6/3/2016 5:41:14 PM

**City/State/Zip:** FL, Florida 32571

**Company Complaining About:** AT&T

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### **Description**

We live in a neighborhood with att dsl service and no cable service despite our neighborhood having. More than 200 plus homes. Dsl service goes out almost daily and att often minimum 3 days to fix. Please help us as we also have poor cell phone service And can't use reliably either.

---

**Ticket: # 1017542 - Virus alert scam blocks weather radar**

**Date:** 6/3/2016 7:32:09 PM

**City/State/Zip:** Bedford, Texas 76021

**Company Complaining About:** Metropcs

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## **Description**

AccuWeather.com has an "advertisement" scam that begins almost immediately after you click onto their Radar tab. <http://m.accuweather.com/en/us/bedford-tx/76021/daily-weather-forecast/335978?day=2>

It displays every time I clear the page and attempt again to see my area weather. To derail a vitally important view of the immediate local radar, can become a threat to public safety in the event of storm warnings, which my area has at this very moment.

Please force all advertising off of weather pages that could be a barrier to public safety? Thank you.

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**Ticket: # 1017619 - Time Warner Cable - Lincoln, NE**

**Date:** 6/3/2016 8:19:13 PM

**City/State/Zip:** Lincoln, Nebraska 68503

**Company Complaining About:** Time Warner

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## **Description**

There are frequent outages, about two or three a day, that can last several hours. There is no explanation or help from Time Warner.

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**Ticket: # 1022675 - internet unsubscribe link just loops**

**Date:** 6/7/2016 12:42:54 PM

**City/State/Zip:** Reno, Nevada 89506

**Company Complaining About:** AT&T

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## **Description**

www.hanity.com unsubscribe , hit link and goes to page just goes into loop and never ends. I have been sending contacts to them and they dont care to fix or unsubscribe me. Been trying for months to unsubscribe.

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**Ticket: # 1018377 - was on link from facebook when I received a hoax link**

**Date:** 6/4/2016 4:49:13 PM

**City/State/Zip:** Sierra Vista, Arizona 85635

**Company Complaining About:** Cox

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## **Description**

Had a hoax link from "microsoft stating that my computer was compromised and all personal data was transmitted to include credit cards, photos and that I needed to call microsoft at (b) (6) to prevent computer restricted use within the future on the internet from microsoft.

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**Ticket: # 1017981 - Safety Comcast**

**Date:** 6/4/2016 9:40:31 AM

**City/State/Zip:** Hyattsville, Maryland 20783

**Company Complaining About:** Comcast

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### **Description**

I have called Comcast 6 times in the past 2 weeks regarding a large tree branch hanging on my cable/phone line and over the public sidewalk. The tree branch is cracked and if it falls it could fall on one of the many children in this neighborhood in addition to taking out my service. This is a safety issue! I have been issued 4 service tickets and told repeatedly that the branch has been cut down. It has not been cut- no comcast truck has been here.

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**Ticket: # 1018184 - Internet Connectivity Issues**

**Date:** 6/4/2016 1:17:18 PM

**City/State/Zip:** Chicago, Illinois 60622

**Company Complaining About:** Comcast

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**Description**

My internet connection is unreliable and disconnects about every 30 minutes. I have contacted Comcast twice about the issue and they have failed to resolve it. I was assured the last time that the issue was resolved, however, it continues to persist.



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**Ticket: # 1018535 - Neighbors using Jammers to block security camera and internet usage**

**Date:** 6/4/2016 7:48:58 PM

**City/State/Zip:** Bowie, Maryland 20720

**Company Complaining About:** AT&T

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## **Description**

My neighbors are operating jammers during the evening hours. I mostly find that my security camera is blurred from 10:30 pm to 6:00 am and my internet and cell phone usage becomes very unstable during those hours. When viewing my property via the web, the jammer's effect is very noticeable. I can tell when the jammer is used because my cameras can no longer view my property to include my back yard during this time and my cell phones have a hard time making calls or using WIFI. They started using the jammer on or around May 18, 2016 and they have now spitefully increased the jammer's radio frequency due to them receiving homeowner violations for other issues. Now the jammers range covers a larger area of my property.

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**Ticket: # 1018586 - Over a 1-year-long ongoing issue with packet loss, with Time Warner Cable**

**Date:** 6/4/2016 9:39:28 PM

**City/State/Zip:** Whitefish Bay, Wisconsin 53217

**Company Complaining About:** Time Warner

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**Description**

Our internet service has been greatly hindered for over a year due to ongoing packet loss showing in a pathping or via pingplotter tests at hops 2 and 3, indicating that the problem stems from equipment outside of our home. This results in frequent, unpredictable and frustrating lag stutters when video streaming or attempting to play a game. I have gone through over a dozen different technicians that have visited our home and haven't been able to resolve the issue, and despite many dozens of times calling technical support and pleading for them to look into the equipment that has been progressively causing us more and more issues, nothing seems to get done and our internet is still plagued by occasionally high latency spikes and packet loss. Sometimes the problem can persist for as long as 10-20 seconds at a time in the worst case scenario, but often times the ping will jump to 400-500 and back to normal (20-30) in the span of a second or two.

Attached in this complaint I have included multiple images showing pingplotter traces that illustrate how bad it can get. Time Warner Cable does not acknowledge the issue as one that needs attention despite paying for their signature home service for multiple years.

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**Ticket: # 1018694 - Internet Outage****Date:** 6/5/2016 2:08:15 AM**City/State/Zip:** Milwaukee, Wisconsin 53211**Company Complaining About:** AT&T

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**Description**

On June 1st, I began having an extended Internet service outage. The first known time was approximately 3am when I woke up for work. I got home at 4pm and still had no Internet. After calling my ISP and doing trouble shooting, they made an appointment for a technician on June 2nd at 8:30 am. The technician arrived and was unable to tell me the problem except that he discovered an Internet service outage in my area. He said it could take up to 48 hours to fix. After 48 hours, and no Internet, I called my ISP and spoke to two different reps that verified there was no outage in my area, but it was an outside issue. I have been without Internet since June 1st at 3am and nobody is able to tell me what the issue is or when it will be resolved.

---

**Ticket: # 1018758 - service disabled twice to engage me as a sales target.**

**Date:** 6/5/2016 9:37:37 AM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

Last month I could not send emails from my email account. I use Comcast and they told me in chat help that they could not respond to me using my existing home phone because of federal law. They said they could call me to supply a new security code if I had an xfinity phone number in use. Otherwise they would mail the security code, which I told them to do.

This month my email failed again, this time I was not receiving mail. For four days it failed but mails were arriving at the comcast site addressed to me just not being forwarded to my computer inbox. I again chatted and they started to guide me through the set up of a new email account. I did not want a new account. I wanted continued use of the one I have established. I closed chat. Shortly thereafter my emails arrived and normal behaviors were restored. So in short comcast disables my mail service to force my contact with their support which becomes a sales push.

---

**Ticket: # 1018954 - Hack**

**Date:** 6/5/2016 3:21:50 PM

**City/State/Zip:** Morristown, Minnesota 55052

**Company Complaining About:** Charter

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## **Description**

My in laws were on their computer on Monday May 30. While on the computer they had a warning come up that their computer had a virus and to enter the number provided into the space provided so they could "fix" it. My mother in law entered the code. They then sent a bunch of warnings at which time she stopped responding on the computer. They then called her as "Magic Tech" and the number was (b) (6). I am now restoring their computer to the original image, Dell however recommended that I let you know.

---

[Ticket: # 1019089 - Internet Dropping and not working at all for hours at a time for two days in a row](#)

**Date:** 6/5/2016 7:39:57 PM

**City/State/Zip:** Fort Hood, Texas 76544

**Company Complaining About:** Time Warner

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### **Description**

i have contacted support and i keep being told to unplug my modem and that fixes issue temporarily but comes back within 24hours

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**Ticket: # 1019163 - Dish Network Internet Service**

**Date:** 6/5/2016 10:00:32 PM

**City/State/Zip:** Columbus, Mississippi 39702

**Company Complaining About:** Dish Network

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**Description**

It doesn't work well, and they refuse to admit to it using excuses instead. They failed to warn me about how it would fail in bad weather, and it is causing trouble with me being able to operate my e-commerce business. I want out of the agreement, but I'm sure they'll insist on a nice fat penalty fee. I don't think I should have to pay it since they used deception to sell their service.

---

**Ticket: # 1019278 - network outage long time**

**Date:** 6/6/2016 7:51:56 AM

**City/State/Zip:** Morganton, North Carolina 28655

**Company Complaining About:** AT&T

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## **Description**

Out Thursday night 10p.m. may 26

Contacted them on Friday, said there was a network outage, would be resolved Sunday, may 29, at 8 a.m.

Was not resolved, another date was given of may 31 at 8 p.m.

Was not resolved, this time I spoke with someone in the office of the president who told me to contact her that evening to help me log back in.

Was not really fixed even though it showed on her side that it was. When she contacted a technician she said it was still down and they did not give me another estimated time of being fixed.

I continued to contact her thru Friday with no new news of the outage being fixed.

I contacted a local technician who verified that it was an outage. They gave him a date of today, Sunday, June 5.

Has not been resolved yet! This man today when I contacted them told me Friday June 10! Really!?

But how long is this outage going to continue?

I have a seasonal business, which this is the season we are in, that I need to have my internet and emails going.

I hate paying for something that doesn't work and is not meeting my needs.

I desperately need this service and do not feel that ATT is honest about their business.

Please do everything that you can to resolve this matter for us. Please!

ticket # BONX01094474

case # NC 1602452



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**Ticket: # 1019515 - Unrequested hardware disconnects**

**Date:** 6/6/2016 11:19:18 AM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

---

**Description**

TWICE now comcast has disconnected my physical cable from the house with no explanation or complete denial. When I call to complain, it takes an hour to get through to anyone and even then they are in India and try to tell me it's the modem when the cable is clearly hanging from the pole.

It takes a WEEK to get a technician back out to reconnect after vehement denials from their part.

The rep PROMISES a technician will be out before the end of the day, but when they never show up, I call back and they DENY I ever called, only to schedule another appointment for a week later.

On top of all of this, I am being charged for 70mbps service and it barely gets over 30 on a good day.

---

**Ticket: # 1019612 - Ap politics headline**

**Date:** 6/6/2016 11:54:50 AM

**City/State/Zip:** Farmington Hills, Michigan 48335

**Company Complaining About:** Bright House

---

## **Description**

Hello,

I wanted to bring to your attention a misleading associated press article headline (via Twitter) stating that Hillary Clinton is 70 points away from clinching the nomination. This is false. Super delegates do not vote until Huly 25th & their hypothetical votes are being counted in delegate totals. Please help to end this falsified journalism.

---

[Ticket: # 1021275 - privacy civil rights-wiretapping security hacks and obstruction of justice..removing or disengaging one or myself from- right to pursue and freedom..](#)

**Date:** 6/6/2016 7:28:28 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Directv

---

## Description

...of speech and expression, and most constitutional rights, and religious rights to pursue my / anyone's own religion..Christianity. thank you.

Remove selected items

Today - Monday, June 6, 2016

7:12 PM

PGA.com | The Official Home of The PGA of America

[www.pga.com](http://www.pga.com)

7:03 PM

<https://accounts.google.com/AddSession#password>

[accounts.google.com](https://accounts.google.com)

7:03 PM

<https://accounts.google.com/AddSession?service=accountsettings&continue=https://myaccount.google.com/#password>

[accounts.google.com](https://accounts.google.com)

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<https://accounts.google.com/AddSession?service=accountsettings&continue=https://myaccount.google.com/#identifier>

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My Account

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Accreditation: Universities and Higher Education | U.S. Department of Education

[www.ed.gov](http://www.ed.gov)

6:59 PM

Sex Discrimination: Overview of the Law

[www2.ed.gov](http://www2.ed.gov)

6:59 PM

Sex Discrimination

[www2.ed.gov](http://www2.ed.gov)

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Policy - ED.gov

[www2.ed.gov](http://www2.ed.gov)

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Religion and Public Schools

[www2.ed.gov](http://www2.ed.gov)

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Google

[www.google.com](http://www.google.com)

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Guidance on Constitutionally Protected Prayer in Public Elementary and Secondary Schools

[www2.ed.gov](http://www2.ed.gov)

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Lee County School District  
[www.leeschools.net](http://www.leeschools.net)

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<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=lee%20county%20board%20of%20education>  
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PGA.com | The Official Home of The PGA of America  
[www.pga.com](http://www.pga.com)

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Contact Us | PGA.com

www.pga.com

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PGA.com | The Official Home of The PGA of America

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<http://www.anntaylor.com/dresses/cata000012?SortByFacetSelectedValue=remove&DocSortOrder=remove&format=json&catid=cata000012&question=&fRequest=true&goToPage=5&N=102355&categoryType=regular&priceSort=DESC&country=&currency=&Submit=Submit>

www.anntaylor.com

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<http://www.anntaylor.com/dresses/cata000012?SortByFacetSelectedValue=remove&DocSortOrder=remove&format=json&catid=cata000012&question=&fRequest=true&goToPage=4&N=102355&categoryType=regular&priceSort=DESC&country=&currency=&Submit=Submit>

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<http://www.anntaylor.com/dresses/cata000012?SortByFacetSelectedValue=remove&DocSortOrder=remove&format=json&catid=cata000012&question=&fRequest=true&goToPage=3&N=102355&categoryType=regular&priceSort=DESC&country=&currency=&Submit=Submit>

www.anntaylor.com

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<http://www.anntaylor.com/dresses/cata000012?SortByFacetSelectedValue=remove&DocSortOrder=remove&format=json&catid=cata000012&question=&fRequest=true&goToPage=2&N=0&categoryType=regular&priceSort=DESC&country=&currency=&Submit=Submit>

www.anntaylor.com

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<http://www.anntaylor.com/dresses/cata000012?SortByFacetSelectedValue=remove&DocSortOrder=remove&format=json&catid=cata000012&question=&fRequest=true&goToPage=1&N=0&categoryType=regular&priceSort=DESC&country=&currency=&Submit=Submit>

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Dresses : ANN TAYLOR  
[www.anntaylor.com](http://www.anntaylor.com)

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Dresses - Shop Elegant Casual & Formal Dresses | StyleWe  
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I am looking for contingency based lawyers, or - Q&A - Avvo  
[www.avvo.com](http://www.avvo.com)

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Your Avvo account  
[www.avvo.com](http://www.avvo.com)

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Review your question - Avvo  
[www.avvo.com](http://www.avvo.com)

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<https://www.avvo.com/ask-a-lawyer#!>  
[www.avvo.com](http://www.avvo.com)

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Ask a Lawyer and Get Answers from Legal Professionals at Avvo.com  
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Pro Bono Criminal Lawyers - Guides - Avvo  
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<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=avvo%20pro%20bono%20work>  
www.google.com

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Sign in - Avvo  
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HP EliteOne 800 G1 All-in-One PC (ENERGY STAR) | HP® Official Store  
store.hp.com

6:35 PM

<http://store.hp.com/us/en/ContentView?eSpotName=desktop-finder&storeId=10151&langId=-1&catalogId=10051&answers=ff-all>  
store.hp.com

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HP® Official Store | Laptops, Tablets, PCs, Monitors, Servers, Printers, and more  
[store.hp.com](http://store.hp.com)

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<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=hewlett+packard>  
[www.google.com](http://www.google.com)

6:33 PM

Pavilion x360 Convertible 11.6" Touch Screen Laptop w/ Total Defense - Rent to Own Laptops  
[www.aarons.com](http://www.aarons.com)

6:33 PM

<https://www.aarons.com/search.aspx?SearchTerm=laptops#>  
[www.aarons.com](http://www.aarons.com)

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Aaron's: Rent to Own Furniture, Electronics, Appliances  
[www.aarons.com](http://www.aarons.com)

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<https://www.aarons.com/t-emaillist.aspx?email=rutgersn.petersm@gmail.com#>  
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Sign up for Aaron's Email Alerts  
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Rent to Own All-in-One Desktop Computers | Aaron's  
[www.aarons.com](http://www.aarons.com)

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<https://www.aarons.com/p-1236-23-all-in-one-desktop-wtotal-defense.aspx#>

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6:32 PM

23" All-in-One Desktop w/Total Defense - Rent to Own Desktops

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6:31 PM

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2016 MISS USA Preliminary Competition - YouTube

[www.youtube.com](http://www.youtube.com)

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CHI® Backstage Lounge at Miss USA - YouTube

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6:28 PM

Welcome to Flabs 2 Abs -

[store.flabs2abs.com](http://store.flabs2abs.com)

6:28 PM  
Flabs 2 Abs  
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<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=flabs%20for%20abs>  
[www.google.com](http://www.google.com)

6:17 PM  
2016 Miss USA Crowned - Deshauna Barber (District of Columbia) - YouTube  
ww

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**Ticket: # 1021265 - Frontier Communications - Fine them or shut them down!!!**

**Date:** 6/6/2016 7:25:21 PM

**City/State/Zip:** Davenport, Florida 33837

**Company Complaining About:** Frontier Communications

---

## **Description**

I had FIOS service with Verizon for several years without any issue. As soon as Frontier took over, trouble started. My wife and I work from home and depend on the internet. Without Frontiers ability to provide a reasonable solution to the problems we were having, and the absolute hittable customer service, we were forced to change to another provider. I called Frontier to disconnect my service and was told I would be sent a box to return my equipment. In addition to that, I was just short of my 2 year contract and would be charged \$15 or so for early termination. I have still not received my box to return the equipment (service was disconnected on 5/20) and my bill has not been updated to reflect my final payment. I have tried today to contact Frontier, but waited 20 minutes on hold. I tried online chat with the but got "sorry, no operators are available now"

All I want is to be done with this horrible company. I cannot believe they have the gaul to expect people to keep their contract and expect people to pay to leave. It should be against the law. I know several states have become involved because these people don't know how to run a service.

I would like frontier to charge me what I owe them for the last days of service, I will not pay any "early termination fees" for their inability to run a company.

---

**Ticket: # 1021548 - Internet Connection Complaint****Date:** 6/6/2016 9:56:56 PM**City/State/Zip:** Memphis, Tennessee 38103**Company Complaining About:** Comcast

---

**Description**

I experience frequent issues with connectivity and speed. My internet loses connection multiple times per day. I have been experiencing this issue for approximately eight months. I have tried dozens times to resolve this with Comcast. I have been through numerous modems and have had Comcast technicians visit several times. Upon every visit, the technicians stated that the lines running through the neighborhood need to be serviced. However, after eight months and dozens of phone calls, Comcast has not resolved this issue. Also, I have been paying for internet speed of 50 Mbps. I have tested this at several intervals and have noted receiving a maximum speed of approximately 20 Mbps. Comcast is clearly neglecting this issue. This is likely due to the fact that there are no other internet providers for my location. Also, I have yet to see a credit on my billing for the frequent loss and underperformance of service. I would really appreciate the FCC's assistance in resolving this issue. I would be happy to cooperate in any way.

---

**Ticket: # 1021658 - Comcast.....Dear Comcast Or Should I Say.....XFINITY?!?!?!?**

**Date:** 6/6/2016 11:22:47 PM

**City/State/Zip:** Nope, Washington 20850-1234

**Company Complaining About:** Comcast

---

## **Description**

They Comcast/X-Finity You have got to up your game guys. My internet fails at least.....\*AT LEAST\* 2 times a day. I could get better internet, boy I could, but alas I cannot. I don't have the time and my mother wont let me. She says, "Having Internet That Lags Is Better Than No Internet At All..." And I cannot argue with her because, she is my mother. Yet, if you knew, no internet is better than lagging internet. Thus I say, You guys are completely and fully: Evil Creatures.

Lord Hesus please help this company fix their internet, they need it terribly. Good day sire.

---

**Ticket: # 1039395 - TAP Broadband dropped**

**Date:** 6/16/2016 8:51:31 AM

**City/State/Zip:** Valdosta, Georgia 31605

**Company Complaining About:** Tap Broadband

---

## **Description**

I have been with TAP broadband for years, even before they were TAP. They were Colbridge, Altitude, Charter. I was with them through all of their changes. I always had problems with my billing and customer service. Recently, they decided to stop offering coverage in my area and did not notify us at all. They posted it on Facebook and cut us off the next day. The worse part is now there isn't any other internet options for me. It's sad when in 2016 there is no internet service in your area. I don't live out in the country either, I am in a subdivision very close to our military base.



---

**Ticket: # 1021884 - Cherry Trade**

**Date:** 6/7/2016 7:37:30 AM

**City/State/Zip:** San Carlos, California 94070

**Company Complaining About:** Cherry Trade

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### **Description**

I keep getting emails and phone calls from a Thomas Edwards of Cherry Trade. Its been going on for nearly a year now. I've requested multiple times to be removed from their distribution lists but they continue to inundate me with emails and phone calls.

---

**Ticket: # 1021974 - Spam Emails**

**Date:** 6/7/2016 8:51:17 AM

**City/State/Zip:** Alpharetta, Georgia 30022

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1022035 - Unsubscribe Not Being Honored**

**Date:** 6/7/2016 9:18:56 AM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Amazon Business

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**Description**

I've unsubscribed three times from Amazon Business

(<https://www.amazon.com/b/?ie=UTF8&node=11261610011>) to no avail.

---

**Ticket: # 1022255 - Microsoft complaint**

**Date:** 6/7/2016 10:58:56 AM

**City/State/Zip:** Delray Beach, Florida 33484

**Company Complaining About:** Microsoft

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## **Description**

Microsoft is forcing Windows 7 customers to "upgrade" to Windows 10 even though they have indicated they do NOT wish to. About a week ago, I walked away from my computer and when I returned a few minutes later, Windows 10 was being installed on my computer, replacing Windows 7, even though I didn't initiate it! I asked a Microsoft tech to remove Windows 10 and restore Windows 7 which he did, and to remove the Windows 10 icon from my task bar which he did, but a week later, it was back! I had to have it removed again yesterday but who knows if Microsoft won't sneak it back on the task bar as it already did once. I've encountered several people who've had this same experience--having Windows 10 installed on their computers even though they didn't initiate it. I think it's outrageous that Microsoft thinks it's legal and ethical to force people to install programs on their computers that they've specifically said they don't want. Outrageous!

---

**Ticket: # 1022263 - Comcast Browser Injection Complaint**

**Date:** 6/7/2016 11:03:13 AM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Comcast

---

**Description**

I have two complaints against Comcast.

1.) Comcast has been acting in a monopolistic manner by not providing promised speeds and repeatedly calling to advertise new products despite requests to cease and desist.

2.) Comcast has been injecting code into my applications on various devices, blocking interaction and usage of third party sites with a required "Notice". This notice forces me to sign in and acknowledge a crime I didn't commit or pay a fine to have it contested by a biased and private third party.

---

**Ticket: # 1044770 - Inteferrence**

**Date:** 6/20/2016 9:01:52 AM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** AT&T

---

## **Description**

Currently a paid customer with Boingo, iPhone with Apple ID:BCG-E2644A, hacker going into my personal saved data and making alteration to saved information. There's no shelter or organization that needs to view or scam emails unless there's illegal practices on there behalf!

---

**Ticket: # 1029416 - Comcast customer service**

**Date:** 6/10/2016 9:51:15 AM

**City/State/Zip:** Osterville, Massachusetts 02655

**Company Complaining About:** Comcast

---

**Description**

Unreliable Internet and phone . Loss of service. No tech support. Missed service appointments. I work from a home office and am unable to conduct business

---

[Ticket: # 1028309 - Frontier, Internet cut off service](#)

**Date:** 6/9/2016 3:53:02 PM

**City/State/Zip:** Long Beach, California 90731

**Company Complaining About:** Frontier Communications

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## **Description**

Fax Ticket Ready For Data Entry



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[Ticket: # 1028310 - Frontier, Internet cut off service](#)

**Date:** 6/9/2016 3:53:18 PM

**City/State/Zip:** Long Beach, California 90731

**Company Complaining About:** Frontier Communications

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## **Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 1023201 - unlocked digital tap boxes**

**Date:** 6/7/2016 2:20:38 PM

**City/State/Zip:** Cleveland, Ohio 44102

**Company Complaining About:** Time Warner

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## **Description**

There has been an ongoing issue with Time Warner Cable and their uncaring attitude about unlocked digital tap boxes. It creates an attitude where we as consumers are not able to enjoy their products without interruption because their digital tap boxes are left unlocked by their technicians.

---

**Ticket: # 1023173 - AP calls democratic primary in attempt to suppress voters**

**Date:** 6/7/2016 2:15:18 PM

**City/State/Zip:** Brooklyn, New York 11211

**Company Complaining About:** Ap, Msnbc, Cnn

---

## **Description**

I am filing a formal complaint that yesterday the AP (associated press) called the democratic primary over when in fact neither candidate will reach the required number to clinch the nomination until the convention. This was then also picked up and spread, and I am complaining against them also: NBC, MSNBC, CNN.

Calling the election over last night is an obvious attempt to suppress voters with misinformation and to undermine democracy itself. We cannot let stand a "news" outlet attempting to affect the outcome of american elections with incorrect information!

They need to be fined and made to make a public retraction of their statements as they are patently FALSE.

It is the function of the FCC to protect the public and the sanctity of our elections and democracy.

Thank you.

---

[Ticket: # 1023411 - Someone has run another AT&T line on my back deck without my knowledge](#)

**Date:** 6/7/2016 3:06:56 PM

**City/State/Zip:** Charlotte, North Carolina 28212

**Company Complaining About:** AT&T

---

## **Description**

Another line has been connected on the side of my deck, without my knowledge. I did not contact AT&T to come run another line. I noticed the extra line place on my property on 6/7/2016

---

**Ticket: # 1023614 - Internet keeps dropping**

**Date:** 6/7/2016 3:52:06 PM

**City/State/Zip:** Abilene, Texas 79606

**Company Complaining About:** Sudden Link

---

### **Description**

Have internet with cable company. Have done everything they have asked me. Including buying a new router and a new modem. Yet every time they come out and say they fixed it the next day the Internet will randomly drop through out the day. Cable company hasn't offered any solution so now we are stuck with the Internet just dropping randomly.

---

Ticket: # 1023712 - alert download of a "virus" placed on my pc with appropriate software correction available complete with 800 number.

**Date:** 6/7/2016 4:08:52 PM

**City/State/Zip:** Belvidere, Illinois 61008

**Company Complaining About:** Dish Network

---

## Description

While seeking a TV program info tidbit, an alleged warning launched on my system directing me to an included number for the removal of a "dangerous" virus which had been found on my system. By whom, from whom, not identified, just call this number for removal. The number (b) (6) No name or address.

---

**Ticket: # 1024170 - Media Primary Election Coverage****Date:** 6/7/2016 6:11:29 PM**City/State/Zip:** Norwich, Connecticut 06360**Company Complaining About:** Comcast

---

**Description**

My complaint is with MSNBC and other cable television news sources claiming that Hilary Clinton has secured her party's nomination for president, when in fact her nomination will only be secured by a majority vote at the Democratic convention in late July. Correspondents of MSNBC appeared at polling places on 6/7/2016, telling voters that HRC had already secured her party's nomination. This constitutes voter interference from the media. In general, news coverage of the entire presidential primary race has been geared toward the "pre-selected" candidates of the 2 major parties, with little coverage being given to other candidates, namely Senator Sanders, who has been holding rallies where attendance fills the venues, yet no news coverage to adequately describe the event.

---

**Ticket: # 1024304 - AT&T**

**Date:** 6/7/2016 7:01:47 PM

**City/State/Zip:** Abilene, Texas 79605

**Company Complaining About:** AT&T

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## **Description**

AT&T IS BUGGING ME TO UPGRADE MY INTER NET OR OTHERWISE I WILL BE INTERRUPTED. WHICH MEAN I CANNOT SURF THE INTERNET OR EVEN USE TO CALL OUT ON MY TELEPHONE OR EVEN CALL 911. NOT SURE IF THIS IS LEGAL. I MUST CONTACT THEM BEFORE JUNE 14. AND THEN ANOTHER PROMOTION TO COMBO WITH DIRECT TV BUT MUST REPLY BY JULY 13. HMMM IS THIS A CATCH OR WHAT. FIRST LETTER I CAN UPGRADE TO 1.5 FOR \$24 FOR ONE YR OR KEEP WHAT I HAVE. I CHAT WITH THEM AND THEY TELL ME THEY DON'T HAVE 1.5 AND MUST GET 3 OR 6 FOR \$38. I TOLD THEM ABOUT THE LETTER BUT THEY SAID THAT WAS FROM MARKETING. AT&T KEEP CALLING HERE EVERYDAY, WE PICK UP THE PHONE TO ANSWER 3X BUT NO ONES IS RESPONDING. IF I WAS TO CHANGE PROVIDER SURELY I WILL NOT BE INTERRUPTED. SAME LINE RIGHT? IF THEY PLANNED TO UPGRADE DIGITAL THEN DON'T THEY DO IT AT THE OFFICE? I NEED HELP NOW AND FOR YOU TO WARN THEM I HAD BETTER NOT BE INTERRPUTED. CAN YOU PLEASE HELP ME HERE? THANK YOU.



---

**Ticket: # 1024597 - Windows 10**

**Date:** 6/7/2016 9:08:01 PM

**City/State/Zip:** Whiteville, Tennessee 38075

**Company Complaining About:** Verizon Wireless

---

## **Description**

Microsoft Windows 10 installed onto my PC without my consent; actually in spite of declining repeatedly. I live in a rural area and am limited to mobile broadband. Suddenly, only 10 days into my monthly data allotment, I receive messages from my provider telling me I have used 90% of my data. I knew I had not used my internet differently than any other month when 12 g is always plenty for me & my family. After researching, I learned of Microsoft's devious ways of getting their files onto my PC without my permission. I will not have overages for the month on my account and be charged exorbitant fees for those overages OR have no internet access for the duration of the month of June. I consider this a violation of my right to choose what I want and do not want on my PC. NO company should have the ability to install files I have not authorized onto my computer.

---

**Ticket: # 1024603 - 1018234**

**Date:** 6/7/2016 9:10:27 PM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Verizon Wireless

---

### **Description**

Chase bank located 9505 E COLONIAL DR ORLANDO FL. Took \$15.00 dollars from ATM deposit. Deposit done at 2041 hours. Camera can capture those involved in confusing a person to commit fraudulent activity. Verizon wireless account number (b) (6). In connections with other complaints I have send on behalf of all American citizens being victimized in the same manner.

---

**Ticket: # 1024702 - 1018234**

**Date:** 6/7/2016 10:05:18 PM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Verizon Wireless

---

**Description**

Walgreens pharmacy, 6/7. @ 21:57 trying to overcharge for prescription medicine to be paid in cash.  
Written down to pay \$11.99.

---

**Ticket: # 1024754 - Comcast**

**Date:** 6/7/2016 10:49:13 PM

**City/State/Zip:** Las Cruces, New Mexico 88012

**Company Complaining About:** Comcast

---

### **Description**

I don't like that on my few hours I have free, the internet is always out. It was out when I came home after work and is out now. Can't do anything without internet. When i call Comcast support they just tell me to call again in 24 hours. That's way too long!

---

**Ticket: # 1024861 - computer scam**

**Date:** 6/8/2016 1:19:53 AM

**City/State/Zip:** Birdsboro, Pennsylvania 19508

**Company Complaining About:** Windstream Communications

---

## **Description**

On December 1, 2015 I purchased what I thought was a reputable service from a company called: MyPhoneSupport.com. And in these 7 months of using them, I have reached the conclusion they are a scam. They convince you of things wrong with your computer and then the sales pitch comes in. I paid this company \$499.99 for a lifetime coverage and tonight they said I have 5 hackers that got into my computer and the only way they can help me is if I purchase a Microsoft Certificate for \$499.95. I have more information that I would gladly share on this company. I would like them to be stopped. Unfortunately I saw on You Tube that MyPhoneSupport.com is a scam and chose to report my experience.

---

**Ticket: # 1062399 - Poor response to service outages**

**Date:** 6/29/2016 7:19:01 PM

**City/State/Zip:** Grand Junction, Colorado 81503

**Company Complaining About:** Grand Valley Telecommunications

---

### **Description**

I have had at least 5 instances in the last 7 days of loss of internet service for a period of 1 to 3 hours each outage. I have contacted Grand Valley Telecommunications on three occasions, and have had no response although service eventually has resumed. These problems have been going on, off and on, for many months.

---

**Ticket: # 1025140 - Influencing Election Results**

**Date:** 6/8/2016 10:21:20 AM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Time Warner

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### **Description**

By announcing on June 5th that Hillary Clinton is the Democratic Nominee in the 2016 presidential election cycle, major media outlets including MSNBC, MSN, CNN, ABC, CBS, AP and NBC have actively tried to influence the outcome of the election which is an activity expressly forbidden by FCC regulations.

---

**Ticket: # 1025151 - Wifi name**

**Date:** 6/8/2016 10:26:47 AM

**City/State/Zip:** Muskogee, Oklahoma 74403

**Company Complaining About:** Do Not Knoww

---

### **Description**

Some one in the area of (b) (6) Muskogee Ok 74403 is using bad language for their WiFi name. It is gof\*\*\*yourself. My 10 year old granddaughter has to look at this as well as everyone else in the neighbor hood. Is there any way you can help?



---

**Ticket: # 1025165 - Internet goes down randomly once or twice a day**

**Date:** 6/8/2016 10:34:32 AM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

---

### **Description**

Internet will be working and then suddenly not work. Usually for 10-30 minutes but as long as 12-18 hours before it works again. There's no discernible reason or reason given from Comcast as to why this would occur. I work from home using the Internet so this is detrimental to how I make my living.

---

**Ticket: # 1025378 - Constant internet interruptions since 6/1/2016**

**Date:** 6/8/2016 11:56:48 AM

**City/State/Zip:** Duncanville, Texas 75137

**Company Complaining About:** AT&T

---

## **Description**

I've attached video files that explain my issues. I am very upset and frustrated because AT&T has given me the run around way too many times presently and in the past.

Over a year ago I had to file a BBB complaint just to get them moving on my issue. Now the issue has returned and I am livid because I work from home and need my service to work constantly. Thanks for hearing my complaint. Another BBB complaint will follow this one.

I'm supposed to have U-verse service but I am NOT getting it.

---

**Ticket: # 1025750 - Harassment from all modes of communication-social activism**

**Date:** 6/8/2016 1:59:26 PM

**City/State/Zip:** Colorado Springs, Colorado 80936

**Company Complaining About:** So Many I Don't Have The Desire To Reconstruct The Facts

---

## **Description**

A personal situation that I sincerely attempted to resolve promptly, yet through social interference was halted under severe circumstances has continued to bring me excessive unnecessary stress. I have been harassed so severely through all portals of communication and your agency only picks apart one aspect and recommends taking a minute aspect of a problem and addressing at the agency where the event currently happened. That recommendation is futile to me as I would be spending most of my hours addressing the problems. My right to representation was delayed for the "poor or slave or whatever plan"-I think our country is ridiculous to allow such intense stress toward a person and their seeking a live they want without the secret interference. Again, the intensity of my situation isn't being over estimated, I am being played by idiots and their existing networks. So, if it's by different networks and I could be okay with one or another or all, isn't the point. The point is I am being denied my right to resolve my situation and then receiving tremendous interference and unnecessary stress that is threatening to my lifestyle and pursuits. All forms of communication from social activists for over a decade now!

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**Ticket: # 1025819 - Servicio de internet**

**Date:** 6/8/2016 2:25:21 PM

**City/State/Zip:** Bayamon, Puerto Rico 00957

**Company Complaining About:** Boomnet

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## **Description**

MI proveedor de internet me quiere obligar a seguir con su contrato, cuando ellos están violando el mismo, para marzo renové pensando que necesitaba más velocidad y no fue así, el servicio seguía peor, para resumir, me han ofrecido a enviar técnicos a mi hogar, pero nunca llegaron, desde sus facilidades arreglaban el sistema y cuando terminaban la llamada volvía todo a bajar, el servicio esta intermitente y ya yo me canse de tener internet en horas en que yo no estaba en casa y cuando si no servía, tengo muchísima evidencia de lo que les estoy diciendo y a ellos se las estoy enviando, necesito su ayuda gracias.

---

**Ticket: # 1025844 - internet**

**Date:** 6/8/2016 2:33:23 PM

**City/State/Zip:** Bayamon, Puerto Rico 00957

**Company Complaining About:** Boomnet

---

## **Description**

MI proveedor de internet me quiere obligar a seguir con su contrato, cuando ellos están violando el mismo, para marzo renové pensando que necesitaba más velocidad y no fue así, el servicio seguía peor, para resumir, me han ofrecido a enviar técnicos a mi hogar, pero nunca llegaron, desde sus facilidades arreglaban el sistema y cuando terminaban la llamada volvía todo a bajar, el servicio esta intermitente y ya yo me cansé de tener internet en horas en que yo no estaba en casa y cuando si no servía, tengo muchísima evidencia de lo que les estoy diciendo y a ellos se las estoy enviando, necesito su ayuda gracias.

---

[Ticket: # 1026585 - At&T locked my email without noticed](#)

**Date:** 6/8/2016 7:24:15 PM

**City/State/Zip:** Newton Centre, Massachusetts 02459

**Company Complaining About:** AT&T

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### **Description**

ATT locked out my e-mail service without any notice and will not help me get my service back

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**Ticket: # 1025912 - RE: unwanted promo text sent by GoDaddy**

**Date:** 6/8/2016 2:56:19 PM

**City/State/Zip:** Tucson, Arizona 85716

**Company Complaining About:** AT&T

---

## **Description**

On Wednesday, June 8, at 11:47AM, I received an unsolicited text message from GoDaddy. I am not a current customer of theirs. It was from 273-67. It read, "Urgent! Last day to activate GoDaddy Special Custom Logo Coupon. Click here <http://goo.gl/nsnO1Z> to Activate your Coupon Now & Get Your Logo for only \$29.96." This is highly illegal and so unprofessional, as well as annoying. I am not a current customer, I have never been a customer of theirs, nor have I ever accessed them online. The use of the word 'urgent' in the unsolicited message made me think of amber alerts, so to see it come up on my phone is jarring. Sending me unsolicited promotions on my personal cell phone is invasive and unwelcome. My carrier is AT&T, but my complaint is against GoDaddy. Thank you for reading my complaint.

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**Ticket: # 1026002 - microsoft windows 10**

**Date:** 6/8/2016 3:27:38 PM

**City/State/Zip:** Schuylerville, New York 12871

**Company Complaining About:** Time Warner

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### **Description**

i do not want nor did I give Microsoft or Time Warner Cable the right to invade my privacy and computer with windows 10. I have uninstalled its download program numerous times but it keeps reappearing. this is criminal!



---

**Ticket: # 1026255 - Unwanted/Undesireable emails received at @CT.GOV addresses**

**Date:** 6/8/2016 4:59:56 PM

**City/State/Zip:** Hartford, Connecticut 06106

**Company Complaining About:** State Of Connecticut

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## **Description**

Megastar Advisors LLC of Tarpon Springs, FL 34689 sending large volumes of email to all @CT.GOV email addresses from (b) (6) multiple times.

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**Ticket: # 1026338 - Verizon Fios to Frontier**

**Date:** 6/8/2016 5:28:02 PM

**City/State/Zip:** Rowlett, Texas 75089-2052

**Company Complaining About:** Frontier Communications

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## **Description**

The level of service we have lost as consumers and as customers after Fios was sold to Frontier is completely unacceptable. To believe the FCC would allow such an injustice to consumers and customers is impossible to believe. I had Verizon Fios of over 10 years with no service interruptions of any kind, and exceptional customer service always. Now that Frontier is running the show, not only my service, but nearly all my neighbors who have Fios is experiencing the same lack of service and services. I have been without Internet service going on 2 weeks with now resolution. The best Frontier can do is send someone to my residence 7 days out from the day I open a trouble ticket with my service. I now have 2 or 3 tickets with Frontier, and the best they can do for me is say "sorry", but also try to sell me software for protection on services They can't even maintain. This Verizon Fios sell to Frontier wasn't created over night, it's been planned for at least 2 years, and yet the disapproving level of incompetence makes it clear they didn't and don't care about the customers and didn't even plan for the changes. How the FCC could allow this level of failure to occur and not take action against the two major corporations involved amazes me. What a major failure on all parties involved, including the FCC in my eyes...

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[Ticket: # 1026529 - The Associated Press calling Hillary Clinton the winner prior to elections in several states.](#)

**Date:** 6/8/2016 6:49:35 PM

**City/State/Zip:** Yakima, Washington 98902

**Company Complaining About:** Fathertime Industries, LI

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## **Description**

I am complaining about the action of the Associated Press in recounting Super-Delegates for the Democrat Presidential nominee prior to the election votes of several states. Super delegates only vote at the convention and a recount of those who have not actually voted and calling a win is despicable. A blatant slant for one candidate over another. The Federal Bureau of Inquiries is losing face.

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[Ticket: # 1026530 - The Associated Press calling Hillary Clinton the winner prior to elections in several states.](#)

**Date:** 6/8/2016 6:49:35 PM

**City/State/Zip:** Yakima, Washington 98902

**Company Complaining About:** Fathertime Industries, LI

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## **Description**

I am complaining about the action of the Associated Press in recounting Super-Delegates for the Democrat Presidential nominee prior to the election votes of several states. Super delegates only vote at the convention and a recount of those who have not actually voted and calling a win is despicable. A blatant slant for one candidate over another. The Federal Bureau of Inquiries is losing face.

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**Ticket: # 1026767 - Cb radio interrupting TV, computer and other equipment**

**Date:** 6/8/2016 8:55:13 PM

**City/State/Zip:** Fairview Heights, Illinois 62208

**Company Complaining About:** Charter

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### **Description**

There is a signal coming in from a cb radio his nickname is teddy bear. I have made several attempts to locate the individual thru my neighborhood and other sources nothing has been done. I am tired IH hearing his conversations and the constant interruption. The neighborhood website just made suggestions and made it into my problem to solve

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**Ticket: # 1026919 - Ham Radio Interference****Date:** 6/8/2016 11:11:01 PM**City/State/Zip:** Seattle, Washington 98136**Company Complaining About:** Centurylink

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**Description**

Our neighbor is running some Morse code through his ham radio and it totally knocks out our internet connection whenever it is running. He does many different things on his ham radio which we can always hear through our speakers but about a month ago he started doing this specific one and it totally knocks out our internet. He's had a horrible rep in the neighborhood for years with his ham radio and refuses to acknowledge neighbor complaints. His callsign is (b) (6) and address:

(b) (6)

SEATTLE, WA 98136

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**Ticket: # 1026956 - Increased decibel during local television commercials.**

**Date:** 6/9/2016 12:08:55 AM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** AT&T

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## **Description**

I am a senior, age 64 and living in a High Rise. We are cautioned about the loudness of our television. I am so annoyed that at this point I limit my t.v. time because I am constantly moving the volume down when commercials come on. If I forget to lower the volume before I leave the room, the decibels are increased so loud that I have to run to get back to the television to lower the volume to keep my neighbors from reporting me for having my t.v. up too loud. They t.v. stations are WREG-3, WMCTV-5, Channel 24 & Channel 30. Please stop them from doing this so I can enjoy watching television again. (b) (6), Memphis, TN

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**Ticket: # 1027046 - internet intrusion and spyware**

**Date:** 6/9/2016 7:16:35 AM

**City/State/Zip:** Atlanta, Georgia 30338

**Company Complaining About:** Metropcs

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## **Description**

(b) (6)

Calhoun, GA. 30703 Mohawk Industries

(b) (6)

Calhoun, GA. 30701

illegal monitoring of private computer. Invasion of personal and civil rights....oh....inside trading.....



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**Ticket: # 1027144 - Lightstream Internet/Cable outages****Date:** 6/9/2016 9:15:51 AM**City/State/Zip:** St Augustine, Florida 32092**Company Complaining About:** Litestream

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**Description**

I've filed a complaint before & I can "easily" speak for our entire neighborhood of residents. Lightstream's service has become a complete absurdity over the past 2-3 years. Their internet speeds are NOT consistent (verified through speed test.net) & they have an abnormal amount of outages every couple of months. Each time, they cite "cables were cut" somewhere, but the excuse is always the same. Yesterday, both serviced went down & the same excuse was given. But this morning, they actually told a resident they had fixed/restored service at 1am, only to then find that they now have "multiple cable line cuts." Customer service is non-existent in that you "might" get an answer when calling, you "might" get a recorded message, or you get no answer at all. When a request is made for a credit, the reply is, "the outages affect our system too & we cannot process your credit. Call back another time." They have given this reply to multiple residents. My former complaint called Lightstream's service a "sham" and I stand by my words.

---

**Ticket: # 1027298 - Unable to receive emails for a week.**

**Date:** 6/9/2016 10:38:59 AM

**City/State/Zip:** Fernandina Beach, Florida 32934

**Company Complaining About:** Comcast

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## **Description**

After not receiving emails for a couple days, I went to Comcast chat tech support. After spending half hour I was told to try to log on to my email and was cut off. Went to second chat process with same time wasted and tried a third time and was told that I would be connected to a higher level tech support. Higher level tech said that I will get phone call from an higher level tech support. Of course I never did. I called Comcast and again went through the same questions and tried everything I was told. Tech support said they would escalate to another higher level and would get a call. Received call and went through all the same non-sense but this time I was told that this was a "National Problem" and that engineers were working on it. Could not get a response when problem will be resolved. Called Comcast again and was told that I was still a "National Problem" and would be contacted ass soon as problem was resolved. I has been a week that this imaginary problem started and I still cannot get my emails.

I tried every possible approach that I knew since I worked for 30 years in computer field with hardware and software. My wife tried to open my emails from her own notebook and cell phone and send me emails from both with no results. The lat email in my notebook is dated 5/23/16.

I use my computer to connect with VA and online pharmacy. I had to call instead and it takes a lot more time and not always successful.

My next approach is to contact an Attorney and use the television media and social media to put Comcast in public's eyes for what they are: Scam artist and liers.

If you can help please do so. I need my receiving emails on daily bais.

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**Ticket: # 1027517 - Packet Loss - Continuing problem**

**Date:** 6/9/2016 11:50:56 AM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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**Description**

I have been having packet loss issues (assumption due to line interference) for around a Month. Not only does this affect my level of entertainment from watching movies or playing games, it also affects my ability to connect my work laptop to my home network.

When I first contacted Comcast I was told to replace my modem, that it was end of life and was defective. I tried to explain the modem worked fine but was assured it would fix the problem. I spend \$80.00 to replace the modem and to no surprise it did not fix the issue. I even replaced my router at the request of Comcast.

Finally after being promised I would have someone out to check my lines and nobody showed, I called again and techs came out. They did a great and thorough job at checking all lines and equipment, to rule of issues on my end they ran a cable from the junction box directly to my modem, the issues persisted, which means the problem would be on Comcast's end. The techs contacted their supervisor who said he would place my modem on a "watch list" but would not come out to check the lines since the packet loss was only 1-2%.

The problem still here and I called once again toady to talk to comcast, and I was told again they would escalate my issue up higher. At this point i've contacted customer service 4+ times via phone or internet, and called their corporate escalation line twice with no response. I am paying for a service that I am not getting the full and proper use out of due to an issue with Comcast's lines, which they refuse to correct.

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**Ticket: # 1027559 - Extreme outages**

**Date:** 6/9/2016 12:02:01 PM

**City/State/Zip:** Norcross, Georgia 30071

**Company Complaining About:** Comcast

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## **Description**

Our business is in a 3 year contract with Comcast Business. In July of 2015 we began experiencing a great deal of down time with our internet on a daily basis for hours at a time. We would also experience down time on our phones. Comcast insisted that we hire our contact IT company to speak with them on the phone and be on site with the Comcast techs. They promised to credit our bill for the amount that was charged for the hours that they spent on site. We have provided invoices several times and never been credited. The issue was not solved, it has continued to get worse over the last 10 months. We have been told countless times that they have fixed it but we have not had 1 business day without loss of phones and internet for 15 mins- 5 hours. We have purchased a backup internet connection due to a loss of business. They have continued to promise refunded money and even provided "ticket numbers" for the credit requests. Whenever the subject is pressed they claim they don't have those ticket numbers. I have emails to show a lot of the contact that we have about the loss of service and the promise of refunds. We just want to be given back what we are due and let out of our contract so that we can operate again. We are a tree service and rely on 100% of our business over the phone. This has cost us a great deal in lost revenue.

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[Ticket: # 1027579 - Complaint for cable and internet service Liberty Cablevision of PR](#)

**Date:** 6/9/2016 12:09:24 PM

**City/State/Zip:** Hatillo, Puerto Rico 00659

**Company Complaining About:** Liberty Cablevision Of Puerto Rico

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## **Description**

Cable and Internet services have upstream problems causing unwanted disconnections at any time. There is high noise and power on both upstream and downstream lines, causing interference. The service is practically unusable. We've contacted Liberty PR many times about the issue which they seem not to do anything about it. This is a whole neighborhood with the same problem.

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**Ticket: # 1027615 - costing me money**

**Date:** 6/9/2016 12:21:40 PM

**City/State/Zip:** Empire, Alabama 35063

**Company Complaining About:** Charter

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## **Description**

I'm very new to this and not sure I'm at this wright place. I'm a disabled vet. And I play on line games to releave stress. I play Battle Field 4 mostly from EA through Origin. A third company Punk Buster polices it for cheaters through it parent company Even Balance. For the past few months if not longer they have taken to Banning folks permently for the smallest things like like jumps in scores, and that can be related to the fact that Origin gave out large bonouse with what they call 4 x weekens which raises score very fast. Just as and example. So This company Even Balance Ban you with out proof and says you want to play the game go buy it again. This can cost you a 100 or more. I know. Happened twice now. First time all I did was upgrade my computer. I have known other to this has happened to. This need checking in to. Electronic Arts said they have no control over this but they distributed the software. And are making money on the resale on the game.

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**Ticket: # 1027991 - Complaint against ISP for lack of service**

**Date:** 6/9/2016 2:18:57 PM

**City/State/Zip:** Spokane, Washington 99218

**Company Complaining About:** Comcast

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## **Description**

Our broadband cable internet service has been slowly getting worse, with poor downstream speeds and frequent disconnections, so on 5/28/16 I called Comcast's customer service number about replacing the leased modem we were provided by Comcast. I was connected to a rep in India who tried to help me fix the problems over the phone. She determined that no fix was possible and I would need a new modem, which would be sent "overnight".

The new modem did not arrive until 6/02/16. I followed the instructions to set it up, but the connectivity issues were even worse. Now, none of our Windows PCs would connect to the internet at all, and our Apple machines had the same problem of intermittent service. I called Comcast support again that night, and the technician again tried to fix the problem remotely, which failed. He said that a field technician would be dispatched to the house between 8:00 and 10:00 AM Pacific Time the next day (Friday, 6/03/16).

I was working the next day, but my adult son did not have to work until 1:00 PM, so he stayed at the house to receive the field technician. The field tech did not call and did not arrive until 12:35 PM, at which point my son told him that he only had about 10 minutes before my son had to report for duty. The technician left without making any attempts to diagnose the problem and apparently annotated the call as being "cancelled by homeowner" or something to that effect.

I called Comcast back on Saturday, 6/04/16, and complained about the poor service. The service rep was apologetic and said that I would get a call from their "priority service department" the next morning to schedule a new appointment. I heard nothing from Comcast for several days, so on Tuesday, 6/08/16, I called them for an update. I was then informed that I had an appointment scheduled for Wednesday, 6/09/16, between 4:00 and 6:00 PM. This was the first I had been told about this. Since I work until 5:00 and my son was on duty at that time, I arranged to take vacation in order to be present.

I took 1.5 hours of annual leave on Wednesday, 6/09/16, and dutifully sat at the house. By 6:30 PM, no one from Comcast had called or shown up, so I called their support line again. This time, I was told that my appointment had cancelled (and the service rep could not explain why) and I had an appointment scheduled for Friday, 6/10/16, between 2:00 and 4:00 PM. This will require me to use yet more of my vacation time in order to be present for the field technician's visit.

By way of recompense, the service rep took \$50 off our next month's bill. However, that fails to make up for the nearly half a month we have gone without internet service (for which we pay \$95/month) and for the personal expense to me of having to use my accrued vacation time.

This service is unacceptable. I wish to have my service restored to proper working order and to be compensated for my lost vacation time (my current pay rate as a GS-12 Step 7 is \$40.83 per hour).

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**Ticket: # 1028044 - Internet intrusion**

**Date:** 6/9/2016 2:37:42 PM

**City/State/Zip:** Olympia, Washington 98512

**Company Complaining About:** Comcast

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## **Description**

When we log on to Microsoft Edge, we get a popup that says our Operating System has a serious error and the IP 73.221.92.169 says we need to call the following number(s) (b) (6) . This number directs us to a 3rd (b) (6) I spoke to a (b) (6) there of Geeks-Tech.us. He said he was based in Springfield, IL.

I also called microsoft and they say this is a know scam. I can't get the popup removed from the computer and they will not remove there pop-up. They were very evasive on the phone.



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**Ticket: # 1028079 - Internet line cut**

**Date:** 6/9/2016 2:52:33 PM

**City/State/Zip:** Rocky Mount, North Carolina 27804

**Company Complaining About:** Centurylink

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## **Description**

I work from home, In the middle of me working, my internet cut off. I checked my box it was completely red. I heard noise in the backyard, so I checked. There where men back there working. I asked them did they cut my line off. They ignored me for about 5-7 minutes until i got very loud with them. one gentlemen then said yes we did, we have to install internet next door so we had to cut yours off. I asked how long because I work from home couldn't give me an answer. My internet came back up about 20-30 mins later. I called 1 (b) (6) asked for internet support, I was transferred to repair. Spoke with a rep name Felicia -ID #FNC. I explained to her the issue, she spoke to me very rudely and talked to me like i was a kid. So i asked to speak to a manager. Spoke to manager Matt, all he told me was he was going to review to call and he was sorry my internet was off and complete silence. I asked him was that it, he said yes. I said if my internet was going to be cut off, they should have knocked on the door as common courtesy to let me know, so I can email my boss or said something. I didn't get nothing. our bill is paid every month, never been cut off. I felt i was treated like a non paying customer. The supervisor just said nothing. I just told him, I will just file a complaint. He said I'm sorry to hear that and the call ended.

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**Ticket: # 1028218 - AT&T -service outages, poor customer service**

**Date:** 6/9/2016 3:32:58 PM

**City/State/Zip:** Pittsboro, North Carolina 27312

**Company Complaining About:** AT&T

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## **Description**

Purchased Uverse internet and phone bundle from ATT. Has taken 8 service calls to install and service keeps dropping. One group of technicians tasked with burying the cable only buried the cable in the lawn, and tossed the cable into bushes bordering the lawn where possible. This resulted in a weedeater/cable accident, which necessitated yet another service call. The new cable was laid across the driveway so that it could not be thrown into the bushes. Technicians who came to bury that cable instead buried the cable in the bushes and did not touch the cable lying in the driveway. Service is now out again for unknown reasons and a tech is not available for 3 days. I am a telecommuter so this adversely affects my ability to do my job. ATT will refund \$10 on my next bill for the inconvenience of no internet or phone for days, which seems insufficient given the time and frustration involved.

---

**Ticket: # 1028376 - RE: [FCC Complaints] Re: Local News Station Denying Public Access**

**Date:** 6/9/2016 4:15:44 PM

**City/State/Zip:** Bay Shore, New York 11706

**Company Complaining About:** Optimum

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## **Description**

This is a follow-up to your previous request #943320 "Local News Station Denying ..."

> -----Original Message-----

> From: consumercomplaints@fcc.gov

> Sent: Thu, 09 Jun 2016 17:50:34 +0000

> To: (b) (6)

> Subject: [FCC Complaints] Re: Local News Station Denying Public Access

>

You say I may want to contact the company? News 12 and Optimum are the same company. I have referred the matter to the FTC.

(b) (6)

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[Ticket: # 1028585 - no email working](#)

**Date:** 6/9/2016 5:19:17 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

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## **Description**

We have been told for days now that Comcast is working on fixing our email.  
We are getting in serious trouble with our customers,

President

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**Ticket: # 1028587 - Ingress and Lack of Work**

**Date:** 6/9/2016 5:19:51 PM

**City/State/Zip:** Bismarck, North Dakota 58501

**Company Complaining About:** Midcontinent Communications

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## **Description**

I have called Midcontinent Communications several times on the waning performance of my cable internet. After many phone calls and two technicians later I get a solid answer to what the problem is for my internet. I was told on April 25th that our neighborhood's node was overused and was going to be split May 1st to stem the over usage of the node. I wait a few weeks after May 1st to let things settle and the problem still isn't fixed, still getting random internet drops and horrible speeds of around 7Mbps where i'm supposed to be getting 70Mbps. Midcontinent Communications sends a technician out to my residence, he fixes a few cables and my internet speeds are back to normal and everything seems okay. Come next day, the internet speeds are still bad so I call for another technician and he tells me after calling his supervisor that Midcontinent Communications has not split the node in my neighborhood and that there is ingress on the cable lines that has not been fixed.

---

**Ticket: # 1028726 - Constant disruption of Internet**

**Date:** 6/9/2016 6:16:39 PM

**City/State/Zip:** Spring, Texas 77386

**Company Complaining About:** Comcast

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### **Description**

Comcast has failed to provide continuous internet service over the last year. Internet has been out 3 times in the last 4 days. I call and get the same answer. Please unplug your modem. Please check to make sure the coaxial cable is connected. Every time I call them I get the same thing. They will not admit to me that they have a problem.

---

**Ticket: # 1028746 - Chase**

**Date:** 6/9/2016 6:21:02 PM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Metropcs

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## **Description**

Chase bank son's account associated with card number (b) (6) over charged for Microsoft and steam games associated with being lured into purchasing through legal legends and social media apps. Also, in relation to over working of hours at Florida hospital and not being paid in association with payroll department at Florida Hospital in winter park and Adventist university. Also in association with HP support. Social harrassment.

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**Ticket: # 1028756 - Investigation of suspicious files**

**Date:** 6/9/2016 6:24:00 PM

**City/State/Zip:** Brooklyn, New York 11226

**Company Complaining About:** Metropcs

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## **Description**

The description of my complaint is about a forbidden pornographic site that was downloaded to my phone in the back ground while surfing another website because I turned off the pop up blocker and automatic download was on, when I checked and click on what was downloaded to see what it was not realizing it was a forbidden site about phonograph an FBI notice came and locked my phone. At your earliest convenience I would like this matter resolved please because I do not have any phonograph downloaded on my phone. Thanking you in advance for your help with this issue.



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**Ticket: # 1028812 - Wireless data caps are limiting my access to online study resources and no alternatives are available.**

**Date:** 6/9/2016 6:48:00 PM

**City/State/Zip:** Thompsons Station, Tennessee 37179

**Company Complaining About:** Verizon

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## **Description**

My parents and I are residents of a rural area of Tennessee and for years our house has been located in a dead zone for all networks except for Verizon Wireless. Our home is also located in an area which has remained inaccessible for cable services. Verizon offered us unlimited data for years. However, when Verizon began discontinuing unlimited data plans we were told that in order to keep our contact with Verizon we would have to accept data caps. This year I have been trying to seek out online resources to study for my upcoming semester at college in order to maintain my scholarship. However, Verizon's strict and expensive data caps have prevented me from using almost every resource. I believe Verizon's use of data caps on my family is completely monopolistic because in order to keep any internet access we have been forced to comply with Verizon's severely restrictive and oppressive policy.

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**Ticket: # 1028926 - Tuscola, Illinois Mediacom Internet Service****Date:** 6/9/2016 8:02:19 PM**City/State/Zip:** Tuscola, Illinois 61953**Company Complaining About:** Mediacom

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**Description**

For the past two to three months my internet provided by Medicaom has been completely unstable. Constantly I am getting upwards of 50% packet loss and am pinging from 300 to 9000. I have tried to contact Mediacom several times with no avail. They were supposed to send out a technician last Thursday, but when the scheduled time came no one showed up. After I contacted them about this they did nothing to reschedule an appointment and now are not responding to my messages. I should not be paying them as much as I am per month for service that does not work and customer service that will not even try to help fix the issue. I would like to have this fixed if at all possible seeing as Mediacom is one of the only providers of "high speed" internet in my local area.

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**Ticket: # 1028940 - Reporting unauthorized access for information****Date:** 6/9/2016 8:10:16 PM**City/State/Zip:** Houston, Texas 77076-3125**Company Complaining About:** T Mobile

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**Description**

I have unauthorized access security issues that I need information how to obtain phone and Internet records that will show the malware server connections. I have had 69 phones and computers infected with illegally used federal or military type technology that controls my devices in a network cloud server using unauthorized certificates that allow multiple party key access and abuse. I am trying to find out what information to request in phone and Internet records that will show third party access. I don't know if just requesting a phone history will show this needed information. The current cell phone is 832-951-2447 IMEI 013536006612798. Serial C8PMJ1KPFML8. ICCID 8901260832159922253. I activated this phone giving my name and information. It shows registered to a military IT Microsoft professional living in India per LinkedIn? I think a certificate is placing this phone under his name? I do not have access or authority to see or remove certs on this phone. Apple says they are not able to provide info of installed certs. Net10 says I can't remove certs installed and not on the sims when requesting a new sims? Basically no one will give me info and just sends me in a circle for 5 years now including law enforcement, agencies, service providers and techs. I am seeking credible proof of the malware and intrusions. I have a log file showing to allow a NONsigned Microsoft update on a new HP notebook coming from the USO private store. I filed this with BBB, police, ic3, USO, OIG and others for investigation. Please let me know who would have records showing 3rd party access and exactly what to request. Please call or mail information. I have concerns opening email knowing this phone infected with malware.

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**Ticket: # 1028989 - Re: [FCC Complaints] Re: Cox disconnects my internet because I'm a heavy user**

**Date:** 6/9/2016 8:58:38 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #917767 "Cox disconnects my internet..."

Thank you for your assistance thus far, I wish you were able to help me further.

I appreciate the tip to contact the company, but I had been in contact with them for a not insignificant period before contacting the FCC (over eight months).

If the FCC changes its mind, please reach out to me and let me know, otherwise I'll assume that my issue has been marked properly resolved, despite the fact that Cox has consistently delivered conflicting reports as to the cause of the problems and has granted no assurance of continued functionality.

If necessary, I suppose I can fallback to a (working) wireless connection via T-Mobile, although that seems less than ideal and renders any use of a VOIP for emergency services to have no redundancies.

Thank you for your time,

(b) (6)

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**Ticket: # 1029110 - Comcast**

**Date:** 6/9/2016 10:13:10 PM

**City/State/Zip:** Miami, Florida 33126

**Company Complaining About:** Comcast

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### **Description**

Continual computer interruption's , very slow speed, computer strange auto-shut off and change screens involuntary.

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**Ticket: # 1029149 - After FCC Complaint, Support Tech changed channel of local transceiver to congested connection**

**Date:** 6/9/2016 10:52:45 PM

**City/State/Zip:** Sterling, Virginia 20165

**Company Complaining About:** Verizon

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## **Description**

After resolving an issue where Verizon refused to allow me to use my own router, and using their workforce strike as an excuse to explain why everyone indicated that Verizon wont work with any other equipment other than the Verizon sold equipment. Only to have this statement reversed by the tech that I spoke with after the complaint.

Two weeks after this, I'm able to resolve my issue and use my own, secure equipment- however immediately after this call, the available bandwidth dropped from ~118Mbps to less than 5Mbps.

The only way this could happen according to a Verizon tech, is if this tech decided to manually select a congested channel for their equipment at the "mux." Which would require me to get on the phone yet again to resolve another intended and malicious act by this ISP to interfere with the captive market service that they have been granted by the FCC.

I believe this was done in retaliation for my earlier complaint.

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**Ticket: # 1029757 - Centurylink Intermittent Broadband****Date:** 6/10/2016 12:25:09 PM**City/State/Zip:** Mitchellville, Iowa 50169**Company Complaining About:** Centurylink

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**Description**

I have been having intermittent broadband issues with Centurylink for over 8 months, for 2 years the service worked great, then I started noticing periods of about 2-3 minutes where the DSL would not sync with my modem. The light configuration on my modem would not change, it looked as if I had service but I did not. Centurylink sent a tech out who checked my line and exchanged the modem, he advised if the issue continues to call back and have a tech scheduled to change the port on the line outside my house. I called Centurylink multiple times to get a tech to come out to my house. You know how frustrating it is to contact a foreign person who cannot understand basic English, is only taught to read from a script, and cannot understand basic DSL terms. Not to mention my bill has almost tripled in the last 3 years I have used them but I have not received an upgrade in service or speed. Why do you people not take our complaints seriously??! Look at all the complaints about Centurylink on websites like consumer affairs. I have been trying to get a simple fix completed for months! MONTHS! I called back on May 5th to have a tech scheduled, I was told on 5/6/16 a tech would be at my house....guess what? The tech never showed up but my service notes show yes a tech did show up, although I was home the entire time and kept a lookout for 4 hours for their tech to show up. So yesterday 6/9/16 after my service dropped for over 10 minutes! I called them during the issue and they said they could not detect anything was wrong. I told them to check again because the iPad I was using was not picking up signal, again my modem and the light configuration showed nothing wrong but my service was not working. That is when they told me that a tech did show up to my house on my last request. The tech did not show up to my house! I didn't even complain about the bill, I just want my service I am paying for to work! I know this complaint will probably go nowhere but seriously something needs to be done. I have a tech scheduled for 6/16/16 if the issue is not resolved I will be cancelling and going to a competitor. I can't keep wasting time with a company with such poor customer service and blatant disregard for their customers.

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**Ticket: # 1029755 - Undue or illegal influence over the presidential primary**

**Date:** 6/10/2016 12:24:38 PM

**City/State/Zip:** Richmond, Vermont 05477

**Company Complaining About:** Waitsfield Telecom For Carrying The Fraudlent News Stories

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## **Description**

To whom it may concern,

By announcing on June 5th that (b) (6) is the Democratic Nominee in the 2016 presidential election cycle, major media outlets including MSNBC, MSN, CNN, ABC, CBS and NBC have actively tried to influence the outcome of the election which is an activity expressly forbidden by FCC regulations. The super delegates do not vote until July and (b) (6) has made it clear that we will go to the convention. Please do what is right and do not let the media control the outcome of this election. It is fraudulent and illegal to do so. The announcement on June 6 by the AP was even worse and should be investigated thoroughly as well. I listed this under an internet complaint as I follow news stories online and not on my television.

Sincerely,



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**Ticket: # 1029986 - Unreliable Internet on Whidbey Island, WA**

**Date:** 6/10/2016 1:47:05 PM

**City/State/Zip:** Coupeville, Washington 98239

**Company Complaining About:** Frontier Communications

---

## **Description**

Frontier Communications' DSL service around Welcher Road in the south of Coupeville, WA has been amazingly unstable with frequent disconnections whenever the network is stressed. The network has not been upgraded in decades, and is still copper-based. The neighborhood is expanding! New houses are being built every year, and new families move in every year on Whidbey Island, and the internet service is not keeping up with this.

Whenever I try to stream a video or watch a show, the connection dies. I mean it. It just OUTRIGHT dies. The connection is owned by my mother, and I'm visiting her house as I try to secure new housing (AND THE LACK OF A STABLE INTERNET CONNECTION IS INTERFERING WITH MY SEARCH FOR A PLACE TO LIVE, SINCE I AM DEAF! IT IS NOT THE KIND OF STRESS I NEED!). My mother told me that she's already talked with Frontier about getting the connection fixed up, etc...and Frontier has shown reluctance or inability to do so.

I had to reboot the modem five times in the last three days alone because the connection could not re-establish itself.

Also, the network only provides at most roughly 300 kB/s of bandwidth over the DSL connection, which is below national standards in spite of Whidbey Island's proximity to Seattle.

I have been haranguing them over Twitter trying to get Frontier to upgrade the network so that people on DSL can get the promised speeds as-advertised. All I'm getting is shitty customer service responses that amount to fuck-all.

What will it take for ISPs to understand that investing in upgrading the infrastructure early will yield greater benefits over waiting for government regulation to kick them in the ass?

Copper connections are trash for a neighborhood of 100+ houses and only one hub.

---

**Ticket: # 1049362 - Barrage of spam in spite of two months of unsubscribing**

**Date:** 6/22/2016 12:03:25 PM

**City/State/Zip:** Puyallup, Washington 98374

**Company Complaining About:** Comcast

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### **Description**

I keep receiving unsolicited adverts from unknown Yahoo users apparently employed by a firm in Samoa. I will attach an example. I have unsubscribed at least twenty times but the barrage continues

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[Ticket: # 1030764 - Poor internet service](#)

**Date:** 6/10/2016 5:55:50 PM

**City/State/Zip:** Mounds View, Minnesota 55112

**Company Complaining About:** Comcast

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## **Description**

My internet has extremely poor reliability

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**Ticket: # 1030810 - Investigation**

**Date:** 6/10/2016 6:33:42 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** Other

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**Description**

June 08, 2016

FCC Consumer Internet Complaint  
<Online>

Re: Internet- Public Computer Sector: "Day of Usage?"

Mr. (b) (6)

Van Nuys, CA 91401

(818) 457-0750 Cellphone

Email: (b) (6)

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Los Angeles Van Nuys Police Department:

"Investigation: File- "usage?" While?

Los Angeles Van Nuys Public Library- Computer Sector?

Statement relate:

[https://sa.www4.irs.gov/irfof/Lang/en/irfoonline\\_help.jsp#anchor2refundhelpirswebpagerefundstatus1/2ofpage](https://sa.www4.irs.gov/irfof/Lang/en/irfoonline_help.jsp#anchor2refundhelpirswebpagerefundstatus1/2ofpage)

Possibly? L.A.P.D. Van Nuys Further

Thank you!

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**Ticket: # 1031113 - RF Interference the Public WiFi Area or may be a Jammer is using for two months and on**

**Date:** 6/10/2016 10:52:16 PM

**City/State/Zip:** Temecula, California 92593

**Company Complaining About:** AT&T

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## **Description**

A two years old Starbucks at (b) (6), Temecula, CA 92591 is started to active two months ago on all WiFi devices (Google Starbucks, CS, Hidden Network and etc.) at the same time and never is steady from time to times. A new Starbucks on Jefferson are quarter air mile away I checked is fine and steady WiFi. Please send and help to stopping the RF interference area against the nearby WiFi area. Thanks, Wc. P.S. My phone is a dummy number, due to my hearing impair and don't have a hardline phone for TDD/TYY. Ask why not to start using a TDD APP for the cellphone or replacement a TXT MSG? It is long over due, right? Please use my email for now, thanks again!

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[Ticket: # 1031179 - Speed Of Light broadband provider](#)

**Date:** 6/11/2016 12:40:04 AM

**City/State/Zip:** Gunter, Texas 75058

**Company Complaining About:** Speed Of Light

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## **Description**

Speed Of Light service outages are daily. We need your help to compel this provider (speed of light) to provide the service that they have contracted to provide. 3:45pm to 4:00pm is a typical outage time. The outage is area wide. multiple complaints across our neighborhood association.

---

**Ticket: # 1031216 - Email issues**

**Date:** 6/11/2016 4:37:09 AM

**City/State/Zip:** Aurora, California 80014

**Company Complaining About:** Comcast

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## **Description**

I have had a problem with inadequate services from Comcast for two and a half months now. Absolutely nothing has been done to solve the issues. And now due to their extraordinary inability to communicate with one another within Comcast, I now believe they believe the problem has been resolved. NOTHING has been resolved, in fact in my opinion there has not been a serious attempt toward a resolution.

---

**Ticket: # 1031581 - Hard Drive information****Date:** 6/11/2016 2:25:18 PM**City/State/Zip:** Los Angeles, California 90061**Company Complaining About:** AT&T

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**Description**

I own the FCC and I require the FCC to contact Microsoft about the instruction I sent them today moments ago. The FCC Microsoft and the US Air Force are to put all the information for every hard drive I have used since 1970 to 2016 ,every Fax Message I have sent from 1970 to 2016, and every Phone Call I have made since 1970 to 2016 on the following lap top computer, s/n CNU833DDM9,,,p/n AQ077US # ABA ,, c6510bUT7250W4xl2GIBN10QeUS note I did not have my glasses on when I wrote this number down,the Lap top is at 235 East 118th street Los Angeles Ca the USAF is to use and or the FCC is to use and or Microsoft is to use Wireless technology to put the information on the hard drive of he laptop.General USAF (b) (6) , the hard drive is the electronic document of all my Civil and Criminal Litigation from 1970 to 2016



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**Ticket: # 1031666 - Constant harrassment from PC SUpport**

**Date:** 6/11/2016 3:54:23 PM

**City/State/Zip:** Cedar Hill, Texas 75104

**Company Complaining About:** AT&T

---

**Description**

Everyday I have my computer invaded by PC Support telling me I must call (b) (6) immediately or my computer will be taken over by viruses and I will not be able to use my computer. They use threatening language and tactics. This only started with Windows 10. There is no way to stop these people and I usually have to reboot to get them off my screen.

---

**Ticket: # 1031671 - COMCAST - Wireless congestion by automatically opting in to allow strangers to use your rented hardware**

**Date:** 6/11/2016 3:57:45 PM

**City/State/Zip:** Alexandria, Virginia 22314

**Company Complaining About:** Comcast

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**Description**

I live in an apartment building that is effectively monopolized by Comcast as an internet provider. Comcast's practice of artificially lowering the price of services by bundling TV, phone and internet together forces consumers into these bundles and requires them to rent special Comcast modems. By renting these modems, Comcast creates hotspots named "xfinitywifi" for other Comcast customers to use.

In doing so, Comcast is using its customers' electricity and bandwidth to expand its own wireless network, often without a customer's knowledge or consent. These hotspots are enabled by default when an account is set up, placing the burden of opting out on customers who are most likely unaware of the policy.

Opting out of this "service" is cumbersome, to say the least. Even when following the instructions provided on Comcast's website, some customers are still unable to opt out.

As a result of these policies, a high-rise filled with Comcast customers can be expected to have excessive congestion in the 2.4 GHz bandwidth for wireless devices.

As evidence, I have attached screenshots of Wifi Analyzer apps showing several SSIDs named "xfinitywifi". I have counted upwards of 39 individual xfinitywifi hotspots.

I have had many issues trying to connect devices that only use 2.4 GHz. I have had to add physical devices to my internal network, such as extra routers to act as bridges using the 5 GHz bandwidth that I can physically plug devices into and attach USB to ethernet dongles to devices that are less than two feet from my router. Comcast is essentially lowering my ability to use internet enabled devices with the internet service that I'm paying them for every month.

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**Ticket: # 1031710 - Poor service**

**Date:** 6/11/2016 4:29:54 PM

**City/State/Zip:** Sparta, Tennessee 38583

**Company Complaining About:** Frontier Communications

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### **Description**

My internet service drops a least a couple of times an hour. It has done this for quite a while now. I have actually emailed the vice-president of the company trying to get it repaired. I was without phone or internet this past winter for about 3 months due to an ice storm pulling the lines down. I called numerous times and got no response. I was billed for services but did not have any. I think that is unfair.

We have had issues ever since, this is my only option for phone or internet.

---

**Ticket: # 1031912 - Frontier communications**

**Date:** 6/11/2016 7:51:27 PM

**City/State/Zip:** Carrollton, Texas 75006

**Company Complaining About:** Frontier Communications

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## **Description**

Every since the conversion from Verizon to frontier I have not been provided with the services for which I have paid. I have been calling them since mid March 2016 and emailing them since April 2, 2016. I have called almost weekly because my DVR is cutting off the first five and last five minutes of shows I record. I requested from both Verizon and frontier new equipment since mine is over three years old. My internet is downloading at 17mbps and I pay for 50 Mbps. I understand I am guaranteed a certain percentage of that which 17mbps is not. Also when I turned off items the download speed slowed down even more to 16!!!! My cable service also cuts in and out while watching. Screen will go black but I can hear the program and see the channel guide at the bottom of the screen therefore I know it's not my tv. I pay my bills on time but I never fully get the services I have paid for for months now. I have talked to both US representatives as well as those in the Phillipeans. I've talked to supervisors as well and only get empty promises. Today I sat home all day waiting for a technician that never showed. I wish to be let out of my contract without penalty or the services fixed and revived the services agreed to in the contract.

---

[Ticket: # 1032030 - Here are 3 lawsuits for FCC for failure to verify the crap they approve](#)

**Date:** 6/12/2016 12:43:54 AM

**City/State/Zip:** Phoenix, Arizona 85012

**Company Complaining About:** Cox

---

## **Description**

Lawsuit 1: Bees are falling to the ground , tortured and killed by wireless signals. That's 600 trillion dollars minimum fine for that tiny organized crime/scam that was approved by FCC and their scamming gangs.

Lawsuit 2: The caricature Zoom modem + Wi-Fi router that I'm using at home and which was approved and tested by FCC and their scamming gangs is locking me out as soon as I change the default password. That's another 600 trillion dollars fine for that insecurity scam because that's not how password change is supposed to function on a router that was verified and tested.

Lawsuit 3: My ear is ringing and buzzing every day like it's a locomotive screaming in my head. The extreme dehydration / coagulation / burning of my internal ear and skin is most likely caused by substances that interact or become stimulated by radio waves and microwaves. That's an additional 600 trillion dollars fine for FCC , DOD , CDC , FDA , DOJ , DOT and the rest of the gangs that were supposed to ensure that these kind of fuckups and illegal torture through wireless interference never happens.

Please send these complaints / lawsuits to whichever caricature court happens to be responsible for sorting out these kinds of scams and mafia operations. Make it quick because charges will increase exponentially per second if I can't find a fix for my ear burn , dehydration and ringing.

---

**Ticket: # 1032035 - Internet interruption**

**Date:** 6/12/2016 1:26:40 AM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** Comcast

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### **Description**

Internet interruption for the past 3 days at 12:25 am. This is the 6th complaint I have filed. They fix it , works for a short period of time and then back to the same nonsense. This is the norm for Comcast. Why does the FTC not do anything about this company. Why does Comcast think it's okay to sell garbage service ? I don't need a discount. I want my services to work that I pay without their attitude.

---

[Ticket: # 1032073 - wifi misty getting to powerful](#)

**Date:** 6/12/2016 9:37:41 AM

**City/State/Zip:** Saint Bonifacius, Minnesota 55375

**Company Complaining About:** Self

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## **Description**

when I get on line the wifi misty starts with 1 signal bar in strength as time goes on I notice the wifi misty as if they are sitting right next to me with 5 bar strength or maxed , as if they are trying to connect to my computer.

---

[Ticket: # 1032706 - spam emails](#)

**Date:** 6/13/2016 10:11:29 AM

**City/State/Zip:** Cocoa, Florida 32927

**Company Complaining About:** Sprint

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## **Description**

up to 100 emails a day that are obviously spam



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**Ticket: # 1033043 - A web site title "Tagged" will not stop emailing me.**

**Date:** 6/13/2016 12:28:08 PM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Tagged

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## **Description**

A web site title "Tagged" will not stop emailing me.

Here is the addressed is being used to contact me:

<https://us-mg6.mail.yahoo.com/neo/launch?.rand=455vnji1j2681>

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**Ticket: # 1033003 - Bright House**

**Date:** 6/13/2016 12:15:49 PM

**City/State/Zip:** Kissimmee, Florida 34759

**Company Complaining About:** Bright House

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## **Description**

This is my second complaint for BH. I am a disabled person living off of Disability Income. I'm 60 and not really literate with modern Technology. I think it should be a law against the astronomical prices that BH charges for all three service. I am not able to go out and handle my business, I rely on my phone and internet for daily business and all of my Doctors Apts. My only daughter has been paying half of the bill because she knows with my illnesses these things are a necessary. I only have basic services with the slowest internet possible, and that is costing me \$127.00 monthly. I live in a subsidized apartment building and other tenants tell me they are all paying way under \$100.00. I am forced to terminate all of my services because my daughters situation has changed she's in New Jersey, I am in FL. The price gauging from BH is going to leave me unable to function on a daily basis. Like I said there should be a Law against BH. I need all three of my services but will have to do without. Why different pricing for the same low income building.

---

**Ticket: # 1033014 - Hackers Impersonating Microsoft**

**Date:** 6/13/2016 12:21:10 PM

**City/State/Zip:** Antioch, California 94509

**Company Complaining About:** Comcast

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**Description**

(b) (6) " called 6/11/16 impersonating Microsoft. She gained remote access to my laptop computer and installed a virus. She then demanded my credit card payment of \$499.99 to "fix" my computer. I declined and contacted Microsoft. Today, my computer is no longer functioning. I was able to capture two phone numbers used by the hacker: (b) (6) and (b) (6) .

---

**Ticket: # 1033204 - Unwanted mail, no way to opt-out**

**Date:** 6/13/2016 1:24:23 PM

**City/State/Zip:** Woodridge, Illinois 60517-0625

**Company Complaining About:** Smith Jobs

---

## **Description**

I am receiving multiple solicitations daily, 7 days a week from:

"Smith" <leads@smithjobs-1.com>

There are no opt-outs provided. Only a way to respond is to the solicitation for contacting a "customer"----Which we have no interest in doing. The solicitations are not in a profession, nor geographic area we service.

Thank you|

(b)

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**Ticket: # 1033243 - 2005 Bush Administration Investigation**

**Date:** 6/13/2016 1:32:51 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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**Description**

Could you address the 2010 surveillance, talking around my groceries. I cannot eat food and drink beverages, while the media installs within my housing. I feel as if the radio community is arguing to me the most about food and drink. Could you close the 2010 surveillance. There are arguing every time/everyday I eat food. I do not agree with the media installing within my housing. I feel harassed by the surveillance.

Could you address members of media, suggesting to me, either Hungry Man or no TV dinners.

Could the federal government dialogue with one another. Please address the surveillance.

Could you address members of media, placing obstacles around me eating vegetables. I place marinade on the vegetables. I'm having a hard time eating the marinades.

I'm having a hard time eating A dessert following my meals.

---

**Ticket: # 1033251 - 2005 Bush Administration Investigation**

**Date:** 6/13/2016 1:35:38 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

There were members of media, which was tracking my internet activity, while I was a AOL customer. I rather the individuals aren't apart of the surveillance and talking within my housing.

Could you close the 2010 surveillance.

Could you seal my AOL account, which closed within 2005.

---

**Ticket: # 1033293 - Hacking my computer**

**Date:** 6/13/2016 1:56:10 PM

**City/State/Zip:** Orlando, Florida 32818

**Company Complaining About:** AT&T

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**Description**

888 329 9135 number given got block message call this number to unblock my PC. They are scammers try to get info and money from me to unblock. Please stop this illegal operation call me

(b) (6) Thanks Susan Manchester

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**Ticket: # 1033431 - Comcast / Xfinity Closed my account without my authorization****Date:** 6/13/2016 2:50:52 PM**City/State/Zip:** Jonesboro, Georgia 30236**Company Complaining About:** Comcast

---

**Description**

I was contacted on 09 June 2016 at 11:29 AM by a Comcast sales agent asking why I disconnected my internet services. I told the agent that I never requested or authorized Comcast to disconnect my services. After further review of my account, the agent stated that my account was disconnected on 07 June 2016, but there were no notes stating why my account was disconnected (Payments current, in great standing, etc). The call was made to regain my service with Comcast when I never requested to disconnect my services. I was then told by the agent to contact customer services to figure out why my services were disconnected. After we got off of the line, I then called customer services in regards to this issue. I was told that they don't know why my services were disconnected, but would have to re-run my credit in order to restart my internet service. I was also told that the plan that I had previously was no longer offered and I would have to pay more for internet services since Comcast voluntarily cancelled my service that I previously had. My credit was then ran and I was told that I would have faster service at nearly the same price as I was paying before. I was currently traveling during these calls, so when I returned home I contacted Customer Service on the evening of 09 June 2016 to find out why my services were disconnected without authorization. Still, no one at Comcast could answer the question. I was just offered a higher rate for "better speed" of internet, which I was completely fine with the service I initially had, by a tech support agent. The agent then sat the phone down for approximately 2 minutes without placing me on hold. I could hear conversations going on as I repeatedly said "Hello". After about 4 minutes, I was then hung up on. Needless to say, I am extremely frustrated with Comcast. Furthermore, my service has been utterly slow and the internet is constantly dropping, which has forced me to use my cell phone data since 09 June 2016. What was done was completely unethical. Under Comcast Agreement for Residential Services 9.

TERMINATION OF THIS AGREEMENT c. Suspension and Termination by Comcast. The verbaige listed states the reasoning that Comcast will terminate your services. There is no ethical reasoning that can justify why my services were terminated. I would like this addressed immediately as it has affected my time, money, and credit. Dealing with the poor customer service for a mistake made by Comcast has been extremely disturbing and a horrible representation of the company. Also, the fact that my services were cancelled and I was not notified of this cancellation at all until I received a sales call is absolutely ridiculous.



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**Ticket: # 1033682 - unwanted Text messages and e-mail**

**Date:** 6/13/2016 4:22:40 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Wave

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## **Description**

Constantly bombarded with e-mails from (b) (6) leogorilla.com, forceflag.com, flowdish.com

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**Ticket: # 1033704 - 2005 Bush Administration Investigation**

**Date:** 6/13/2016 4:30:08 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you please address members of media, which is interfering within how the utilities companies are charging my father. Could you check whether there are plants at Potomac Electric, which is the utilities company toward my area.

Could you close the surveillance.

---

**Ticket: # 1034201 - Computer Hack - Imbedding Malicious Software under guise of Security Check**

**Date:** 6/13/2016 8:11:06 PM

**City/State/Zip:** Sun City West, Arizona 85375

**Company Complaining About:** Comodo Security Systems, Inc.

---

**Description**

Alias Comodo Security Solutions, Inc., calls landline from (b) (6) says they have monitored a security issue with my computer. 20 minutes later a Critical update message appears on my computer under banner of Firefox, when you click on update: Geek Buddy, System Healer and Chromium install on your computer and take over. They have rigged it so the MS 10 uninstall feature is disabled - have to have outside tech service clean computer of over 191 malicious files including modifications these terrorists to my computer registry. This is not the first go around with this type of hack, suspect same persons who were involved in this type of racketeering are behind this incident. Incident date: 06/13/2016. Alias Geek Buddy has as "Live Help" phone listed at:

(b) (6)

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**Ticket: # 1034242 - Comcast service issues with internet, phone and cable**

**Date:** 6/13/2016 8:39:39 PM

**City/State/Zip:** Decatur, Illinois 62526

**Company Complaining About:** Comcast

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## **Description**

For the last 30 days I have had intermittent internet service which affects my TV and phone services. A technician has been here on 3 occasions and my services are still not operating properly. The internet connection states no internet access, the TV freezes on one channel and the phone service is intermittent. The internet modem has been replaced 3 times. After numerous complaints to the company nothing has been resolved.

---

[Ticket: # 1034804 - complaint against Frontier Communication](#)

**Date:** 6/14/2016 10:32:50 AM

**City/State/Zip:** Southlake, Texas 76092

**Company Complaining About:** Frontier Communications

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### **Description**

Since Frontier took over Verizon the service is horrendous. The internet constantly goes out and when I call there is no explanation and they do not have a clue.

---

**Ticket: # 1034998 - disputed billings and service problems**

**Date:** 6/14/2016 11:36:31 AM

**City/State/Zip:** Lafayette, Georgia 30728

**Company Complaining About:** Comcast

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## **Description**

Unresolved multiple complaints continue since February involving loss of service, over charge and billing errors with failed equipment. Today Comcast activation failed attempt installing newly purchased modem.

Last week's purchase was replaced because Comcast advised it was near end of life and was not guaranteed service. Today, Vener at Comcast completed activation where no access to Roku streaming gives error code [10} and my Vonage phone has no dial tone attached to this modem. I am blocked from access to my online account where my account number is stored. And my new Rise android phone from Budget is not working.

Let's try that again. Sorry, we ran into a problem. 1; It looks like you come from an unknown source.

Respectfully, I planned on returning the rental today once my access is activated using my new Netgear modem/router. Attached is some history with my request for billing suppression and protection of account disconnect through to resolve of service and billing error corrections. Thank-you

---

**Ticket: # 1036641 - Midhudson Cable Vision**

**Date:** 6/14/2016 9:54:12 PM

**City/State/Zip:** Greenville, New York 12083

**Company Complaining About:** Midhuson Cable

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## **Description**

A quick google search would display the results of numerous unsatisfied customers. Currently holds a 1.2 out of 5 star rating.

The service drops out daily, with minutes, sometimes even hours, before service is restored. The customer service is virtually non-existent, and when they are available no help is provided.

The download speeds are inconsistent for what I pay for. The up time is abysmal. Something needs to be done about this local ISP because it is taking peoples money and not providing the services we pay fore.

---

**Ticket: # 1036881 - internet never works**

**Date:** 6/15/2016 12:25:12 AM

**City/State/Zip:** Avenue, New Jersey 07001

**Company Complaining About:** Comcast

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### **Description**

I've been living in this address for 7 years and almost everyday i have no service and i have to call them and spend over an hour on the phone with them. they fix the problem and the next day I'm back to square one, we are looking to sell our home and buy somewhere that gives us options when it comes to cable and internet. please help,



---

**Ticket: # 1036888 - Constant internet disconnects****Date:** 6/15/2016 12:31:48 AM**City/State/Zip:** Brooklyn, New York 11218**Company Complaining About:** Cablevision

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**Description**

I experience constant disconnects when I'm using my internet. It seems to happen every twenty minutes to half hour I'm on my computer or using my phone when it's connected to my wi-fi. I end up waiting a couple minutes usually for the internet to start working again like normal. Sometimes I experience disconnects within minutes of each other which has been incredibly frustrating for me especially since I've been a loyal customer to my ISP for over a year now.

---

[Ticket: # 1036954 - Slow internet, interruptions](#)

**Date:** 6/15/2016 1:51:28 AM

**City/State/Zip:** Ruther Glen, Virginia 22546

**Company Complaining About:** Comcast

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## **Description**

We have had Comcast close to a year now. There are more times than not that we have interrupted service, service that doesn't work, or extremely slow service. Many occasions we have to reset the box and hope for the best.

---

**Ticket: # 1037162 - Auto playing of audio and video files on a website**

**Date:** 6/15/2016 9:07:51 AM

**City/State/Zip:** Osteen, Florida 32764

**Company Complaining About:** All Web Content Provides

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## **Description**

The auto playing of audio and videos on a website is force feeding the user with sound and info that they didn't select to here. News organizations and advertiser are the worst offenders. This auto play action consumes unchecked bandwidth that the user is paying for. The user can't manage his bandwidth due to auto playing of media. The FCC needs to allow the user to select the media they want to consume and thus has knowing elected to consume the bandwidth for which they are paying for. The FCC needs restrict auto playing of any media from the web. This media needs to be user interest selectable and not pushed upon the user without disregard of the annoyance and bandwidth cost incurred by the user. The FCC halted higher volume on TV ads and this auto play media being allowed is far worse.

---

**Ticket: # 1037218 - Time Warner Cable repetitive internet issue that they refuse to resolve.**

**Date:** 6/15/2016 9:32:40 AM

**City/State/Zip:** Ferndale, New York 12734

**Company Complaining About:** Time Warner

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## **Description**

Every year our area has an influx of tourists during the Summer Months and the Holiday season. Every year during these times our internet connection fails to function and barely stays connected. Over the course of a year I have notified Time Warner Cable of this issue numerous times, which the call center has always blamed our modem (which we have purchased and replaced numerous times due to this issue, with no resolve) and when a technician has been sent out, the modem always checks out to be fine, and the technician always tells us to have Time Warner send out a line technician because it is an issue with Time Warner cable lines that are run on our road, or most likely too much of an overload on those lines. Which does not fall onto our responsibility to fix, we are not permitted to touch and even test those lines, however Time Warner fails to send anyone out to do this, and refuses to give us a bill credit for any of these instances.

Unfortunately Time Warner has monopolized our area and is the only form of internet, cable, etc.. that actually works on our road and in most pockets of our county. I do not believe I should have to pay for internet in which I cannot use in the Summer month. What makes this issue worse is that I work from home some times, and with no internet I am left to work at free wifi at my local McDonalds, which is very unsecured, and I have to buy disgusting fast food in order to sit there and use it.

At this point, I believe Time Warner owes one heck of an explanation and a lot of money to me. Not for just poor service but for the money I have spent on fast food at McDonalds (which I never really eat) just so I can use their internet.

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[Ticket: # 1037536 - extremely poor internet service](#)

**Date:** 6/15/2016 11:34:38 AM

**City/State/Zip:** Waldorf, Maryland 20601

**Company Complaining About:** Verizon

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## **Description**

Internet service has been getting progressively worse in the last two weeks, the service at this time drops out every few minutes and can stay out for 10-15 minutes at a time, we are told repairs are scheduled for 6/25/16. Service is at a small business that depends on internet connections in order to function.

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**Ticket: # 1037593 - Internet speed**

**Date:** 6/15/2016 11:55:39 AM

**City/State/Zip:** Ocala, Florida 34482

**Company Complaining About:** Centurylink

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## **Description**

I am writing again concerning my internet speed. I am currently receiving 512k speed which is always running much slower.. In talking to my neighbors they are receiving 1.5MB. I have tried numerous times to resolve with century link and each time I am given another reason. I was told by a technician that it would be available if they switched me to another server box which is closer to my location. This was done for my neighbors. I was also told by a customer rep that had I called them first instead of the FCC they would have resolved. I tried that route for about a year. All I am wanting is to be put on the same server as my neighbors which live even further away so they cant keep using that excuse. Please help to resolve this matter. (b) (6) Century link acct # (b) (6)

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**Ticket: # 1037732 - DAILY WIFI DISCONNECTIONS FOR VERIZON FIOS SERVICE**

**Date:** 6/15/2016 12:30:44 PM

**City/State/Zip:** New York, New York 10037-2015

**Company Complaining About:** Verizon Wireless

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### **Description**

Since I changed my router password via my cell phone and hackers can no longer have access to my devices; there is a daily attempt to disconnect my devices....laptop, TV, landline, and kindle. I opted out of WIFI for my cell.

I use the 'VERIZON AGENT' (on my desk top) to reconnect. I have also often received emails "COULD NOT SIGN IN (b) (6)" on my cell phone. Today I answered a telephone call (number V61510514100103/515-635-4085) They've called several times. The male stated that he needed to check my computer. Seems like another attempt to get into my devices services. I use Dell Support/Verizon Support. That number is not associated with either. I have had total cooperation with both Dell/Verizon in the past. My online accounts have been exposed to these hackers. I feel like I am in harm's way. This has been continual since 2014. See past complaints.

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**Ticket: # 1037761 - Frontier internet**

**Date:** 6/15/2016 12:37:49 PM

**City/State/Zip:** Anna, Illinois 62906

**Company Complaining About:** Frontier Communications

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## **Description**

My internet is constantly failing. I call tech support, and they act as if you're ignorant, asking questions such as, 'is it plugged into the power outlet', 'is it plugged into the phone jack'. I explained that I went to bed last night, it worked; woke up and it's down. I live alone and no one touched anything. Then I'm told that I will incur charges when the repairman comes, 4 days from now. They expect you to wait all day long on the repairman, because they can't give you a time that they'll be here. 3 separate times, I've waited between 8-5, and no one showed as well as no phone calls. How are people supposed to work, when they have to wait on a frontier repairman to randomly show up at your home, and then never come? I've had numerous issues with the company. They don't compensate you for lack of service that I've already paid for. When I first got their service, they installed a modem in my laundry room, on top of my water heater, that is hidden behind an access panel. When I called to complain, they acted as if it wasn't an issue, and charged me to come back and move it. I'm a quadriplegic. I have no access to that room and would not be able to reset the router to fix the reoccurring problems, in the event that the modem stayed on top of a water heater, which is a fire hazard in my opinion. They did refund me for that charge after I complained. I've had rude repairmen call me from their personal cell phones, acting as if I'm making up my problems. If I had another internet option, I'd change companies in a heartbeat. This company is a joke and insulting to the public. Now I'm without internet till Saturday, and I'd be willing to bet my left arm, that no one will show up on Saturday, and it will be out longer.



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**Ticket: # 1038012 - Centurylink randomly blocking all outgoing TCP/IP ports except 80 and 443**

**Date:** 6/15/2016 1:47:23 PM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Centurylink

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## **Description**

Centurylink has been randomly blocking all outgoing TCP/IP ports on my internet connection with the exception of 80 (HTTP) and 443 (HTTPS). This occurs 10 to 20 times a day for all devices on my home internet connection. These blocks usually last 15 to 30 minutes. Existing non-HTTP connections are typically preserved, but any new non-HTTP connections time out. This has the effect of disabling things such as Flash video, VOIP, and POP/IMAP/SMTP email, etc. I have been testing when the port blocking occurs using the telnet command line utility, example:

```
telnet pop.gmail.com 995
```

I have contacted their support but they have denied any such behavior and refused to investigate it further.

I have discovered the port blocking can be temporarily resolved by power cycling my DSL modem, but the blocking again occurs within a few minutes once the internet connection is restored.

I will be setting up a 24/7 automated script to detect and log exactly when this port blocking occurs.

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**Ticket: # 1038451 - Shutting off Internet Service****Date:** 6/15/2016 4:05:24 PM**City/State/Zip:** Baltimore, Maryland 21201**Company Complaining About:** Comcast

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**Description**

Comcast/Xfinity are shysters and snakes. I called to change the service plan to what my neighbor has who lives in the same building. He showed me his bill. I spent 20 minutes on the phone with "Doug" who said he made the change. Then I suspected he was lying. I went to chat to confirm, and spent another 47 minutes in chat to find out that they shut off my internet. The chat representative was telling me he was going to waive the shipping to send me a modem. I have heard about these tactics so I am not totally surprised.

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**Ticket: # 1052012 - Verizon Internet issues**

**Date:** 6/23/2016 2:28:56 PM

**City/State/Zip:** Fombell, Pennsylvania 16123

**Company Complaining About:** Verizon

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### **Description**

It rained today and my internet is not working I have told Verizon about this and they still continue to do nothing about this.

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**Ticket: # 1038887 - intermittent and unreliable service**

**Date:** 6/15/2016 7:00:31 PM

**City/State/Zip:** Newark, Ohio 43055

**Company Complaining About:** Time Warner

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## **Description**

We contract services for internet, cable and house phone with Time Warner Cable (in the process of merging with Charter Communications) for \$200 per month. For the past year we have had constant (multiple times per day) loss of service. Many calls have been made to try to resolve the problem. Technicians have admitted that they can tell that there is intermittent loss of service by looking at our account. We lose internet and phone service nearly every time we use them. In the past year there have been at least 3 scheduled appointments (the latest today) where the technician was a no show. We are paying \$200 per month for a service that we are not getting and we are losing money when we take off work early for their no show appointments. We need reliable internet and phone service. The cable occasionally goes out also. We are getting nowhere trying to get what we are paying for by working through the company. They are stealing from us. None of the choices in the next section seemed to match our issue so I selected interference since something is interfering with our service.

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**Ticket: # 1038891 - virius scam**

**Date:** 6/15/2016 7:01:34 PM

**City/State/Zip:** Richton, Mississippi 39476

**Company Complaining About:** Hughes Net

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### **Description**

361 cochran rd microsoft support blocked my computer and wanted 160 dollars to fix the supposed infection of which i refused to pay all three times

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**Ticket: # 1039011 - Small Business disconnected by Frontier Communications in error**

**Date:** 6/15/2016 8:15:25 PM

**City/State/Zip:** Claremont, California 91711

**Company Complaining About:** Frontier Communications

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## **Description**

My small business was without phone and internet service for 15 days after Frontier Communications turned off our service in error. Despite hours on the phone attempting to get help and 6 missed service appointments, we we're without phone and internet and the ability to do our jobs for 15 full days. While I wish my business (Mom/Pop/Son and 5 employees) was large enough to absorb this type of service interruption, it simply is not. This outage/mistake cost us dearly and I've attempted to document the lost productivity, time and logged my communications with Frontier. It was a nightmare and we're still reeling.

---

**Ticket: # 1039025 - Scam**

**Date:** 6/15/2016 8:26:24 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Microsoft

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## **Description**

When using Facebook and when I open a link, many times Microsoft will suddenly open their window and it is hard to get out unless you completely re-boot your computer. A warning page will show up saying there is a virus that entered the computer I need to call (b) (6). At the other end of the line were people with indian accent. This has happen numerous time and very irritating. Please do something to stop Microsoft in these scams.

---

**Ticket: # 1039081 - INTERNET CONTINUAL PROBLEM****Date:** 6/15/2016 8:53:37 PM**City/State/Zip:** Harold, Kentucky 41635**Company Complaining About:** Intermountain Cable

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**Description**

I have had trouble with Intermountain Cable with our internet for a year. They can't find our problem, but I keep hearing from them that it is a line problem. Well fix the line. We keep paying the bill every month, even though we are having trouble every other day. Should be a credit until this problem is fixed. One person said the readings at the pole was too high and they will have to install a cushion. ?? Please encourage this company to fix this problem.



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**Ticket: # 1039087 - Intercepted emails**

**Date:** 6/15/2016 9:02:14 PM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** Comcast

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## **Description**

My emails are being intercepted by a third party illegally on the above account. This is the second account that this has happened to. Each time this happens it is accompanied by a sudden change in my mood and behavior and internally I become extremely weak. This same thing has happened with my cell service; images being suddenly removed from my phone and then re-appearing at a later time, also in tandem with sudden changes in my emotional demeanor. In other words someone is using this to set me up with the program. This cannot be just a hacker and the activity has picked up immensely since I was set up to sue in March. This person uses this to gain access psychically to me which is satanism. I have reported this to you several times, and as of yet according to one of your employees, you guys aren't responsible for investigating illegal denial of my service. I am convinced that this is emanating from a rogue employee at the NSA. Please look into this.

---

**Ticket: # 1039252 - My service is being throttled**

**Date:** 6/16/2016 12:11:21 AM

**City/State/Zip:** Los Angeles, California 90003

**Company Complaining About:** Time Warner

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## **Description**

I have a strong suspicion that my internet service is being throttled after using a certain amount of data. I intentionally used 350GB of data this month and all of a sudden my speed tests fell well below the speeds that I am paying for. After my billing cycle ends, my speeds are back up to 200+ Mbps as what I am paying. After using 300-350GB of data, my speeds fall down below 100Mbps and stays that way until my next billing cycle.

---

**Ticket: # 1039280 - Continued Commercial E-mail Solicitations Despite Numerous Requests to Unsubscribe**

**Date:** 6/16/2016 12:50:33 AM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** America's Finest Security

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**Description**

As evidenced by the attached exhibits, I have received fourteen e-mail solicitations from a business called America's Finest Security between March 16, 2016 and June 15, 2016 (Exh. A), despite the fact that I complied with their directions for recipients wishing to "opt out" (Exhs. B - E). These solicitations continued well after the ten-day grace period following my first opt-out request, which I lodged on April 7, 2016 (Exh. B). Three additional opt-out requests (Exhs. C - E) and three phone calls proved equally unavailing.

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**Ticket: # 1039364 - Comcast Blocking Company Email**

**Date:** 6/16/2016 7:56:21 AM

**City/State/Zip:** Wayne, Pennsylvania 19087

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I recently discovered that Comcast began blocking my company's email from its system over the past month. We found this out when people informed us that they did not receive our emails. I cannot even send an email to my home Comcast email account. We have contacted Comcast in order to get this resolved. To date, despite our efforts, this issue has not been resolved. We know that neither other commercial companies nor services like Gmail have an issue with our emails. We wish to have Comcast unblock our company so that we can correspond with our customers. As we are a financial services company, this can impact customers in an adverse manner and harms our company.

Thank you for your prompt attention to this matter.

---

Ticket: # 1039509 - Verizon agreement 500 emails a per day- unilaterally reduced by Frontier to 100 emails a day

**Date:** 6/16/2016 9:57:21 AM

**City/State/Zip:** Osprey, Florida 34229

**Company Complaining About:** Frontier Communications

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### **Description**

frontier blocks my email after 100. this is not the agreement I have/had with Verizon!

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[Ticket: # 1044054 - junk emails](#)

**Date:** 6/18/2016 8:01:28 PM

**City/State/Zip:** La, California 90049

**Company Complaining About:** AT&T

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## **Description**

I have filters but still receive many junk emails daily on my iPhone and iPad. A few months ago, I clicked unsubscribe on dozens of them and that helped for a while. Recently the barrage has resumed.

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**Ticket: # 1039739 - RE: [FCC Complaints] Re: Blacklisted IP Address**

**Date:** 6/16/2016 11:37:40 AM

**City/State/Zip:** Antelope, California 95843

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #784922 "Blacklisted IP Address"

To Whom It May Concern:

I received a voicemail late on Friday to contact Comcast Security Support. I have called them 3 times this, only to be disconnected twice.

The last person I spoke to indicated someone from Comcast Regulatory Support will be contacting me in the next day or so?

No one has contacted me nor left any voicemail.

Please recognize that at this point Comcast does NOT deny:

1. IP Address was Blacklisted prior to my receipt

2. A known IP address was issued to me via DHCP

3. This issue can be resolved via readily available tools - if I am the owner of the IP

(HOWEVER, I AM NOT THE OWNER, COMCAST IS) –or- if I sign up for their business solution which offers a static IP address (I would have to bear the costs of course)

4. COMCAST refuses to resolve the problem indicating that this is beyond their responsibility?

Consider:

according to seopler.com ( <https://www.seopler.com/ip-blacklists/> )

## Blacklist removal

If an IP address has been blacklisted there are some steps that can be taken to have the IP address removed. In the first instance check to find out whether the IP address blacklisted is under your authority. If you know without certainty that the IP address under your authority is not being used to deliver spam or host illicit content, you can access the blacklist removal pages furnished by most IP blacklist operators, and ask them to remove the IP address from their list.

Having a reputable e-mail address in an electronic world is as important as having a reputable business reputation in the business world.

With the right actions you can hopefully avoid the pitfall of having your IP blacklisted and maintain that imperative electronic reputation.

according to Wikipedia: ( [https://en.wikipedia.org/wiki/IP\\_address\\_blocking](https://en.wikipedia.org/wiki/IP_address_blocking) )

## IP address blocking

IP address blocking prevents connection between a server or website and certain IP addresses or ranges of addresses. IP address blocking effectively bans undesired connections from hosts using affected addresses to a website, mail server, or other Internet server.

Yes this has an impact on my use of email to communicate with potential customers and contacts. Reputation, or lack thereof, can result in messages being blocked for delivery.

Originally this FCC complaint was initiated in February of this year, it is now June. Apart from the fact that Comcast has me jumping through hoops to contact them only to be

told that nothing can be done, nothing has/is being done.



Neither have I spoken to anyone at Comcast that can deny or offer any tangible proof that this not their responsibility, to the contrary they acknowledge that this is a known issue?!?!

Lastly, I have NOT received ANY WRITTEN INFORMATION FROM COMCAST WHATSOEVER. This is contrary to notices I have received from the FCC indicating I will hear from Comcast (in writing within xxx days) in the very near future !!!

Not Satisfied?:

I maintain that the FCC Commission's Rules are antiquated and do NOT reflect the current state of the internet industry in whole or part. It is the consumer that is punished by the lack of acceptance of the issues at hand and deny rightful administration of due process.

Respectfully,

(b) (6)

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**Ticket: # 1039904 - Open WiFi - Browser Hi-Jacking**

**Date:** 6/16/2016 12:29:11 PM

**City/State/Zip:** Saint Clair Shores, Michigan 48080

**Company Complaining About:** Comcast

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**Description**

While using my cellphone in public around our area, my browser locks up due to a Comcast Xfinity customers modem nearby having an open guest wifi. My WiFi connection automatically locks into it and my browser than is automatically directed to a xfinity log-in page where it wants me to login or set up an account. In order to continue surfing the web I have to turn my WiFi off in order to use the broadband signal.

It is my understanding based on my online research that Comcast does this deliberately. They setup all their customers with an open unsecured guest wifi so as to hi-jack anyones wifi that is in range.

This is extremely frustrating! I shouldn't have to turn my phones WiFi off in order to surf the web.

This happens everywhere I go in the Detroit Metropolitan area. Store and restaurant parking lots, public places where WiFi connections usually aren't available.

I hope something can be done about this soon.

Feel free to contact me by email for information.

Regards,

(b) (6)

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**Ticket: # 1040600 - Telephone number porting**

**Date:** 6/16/2016 4:12:10 PM

**City/State/Zip:** Midland, Michigan 48642

**Company Complaining About:** AT&T

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### **Description**

AT&T has had since May 10, 2016 to port # (b) (6). There have been calls by both parties, without results. This should be a simple 24 hr. Port. Please see what you can do, and please levy the largest fine you can on AT&T.

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**Ticket: # 1040425 - Unauthorized password chance**

**Date:** 6/16/2016 3:16:52 PM

**City/State/Zip:** Peachtree Corners, Georgia 30092

**Company Complaining About:** AT&T

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### **Description**

Please see the attached copy of a message received changing my password.

Appears to have been generated from Canada. I did not authorized the change, nor I know how those people are. Please your advice/Thank you

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**Ticket: # 1040899 - AT&T "broadband" as dial-up**

**Date:** 6/16/2016 5:34:58 PM

**City/State/Zip:** Anaheim, California 92806

**Company Complaining About:** AT&T

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## **Description**

We have two DSL lines (per AT&T recommendation) as one we are using it for our phone services and second for our internet access. AT&T charge us a "high speed internet lines" or "broadband" however, there are intermittent outages and speed barely can go over 5 Mbps download and 500 Kbps upload. Although AT&T advertise and charge us for "up to 24 Mbps download speed" According to AT&T they can't provide that speed due to "extremely old wires for the last mile from their box to the building"

They promised several times that the issue will be fixed and eventually new wires will be in place as the current wires are way beyond their life cycle. Also understood that these might also be a hazard as the wire might cross electrical lines somewhere underground.

Several tickets have been opened with AT&T and we were days without service, however, no credit has been applied on the bill so far.

Also, We cannot use different providers as seems to be an "exclusive AT&T coverage area" - been told by Verizon FiOS.

Is there a way to push AT&T to allow other providers in the area? or to force them to upgrade their lines or not to grade this service as "broadband" ?

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**Ticket: # 1041067 - Comcast Outage Occurring at Same Time Every Day**

**Date:** 6/16/2016 6:30:51 PM

**City/State/Zip:** Waynesboro, Georgia 30830

**Company Complaining About:** Comcast

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### **Description**

For the past week or so, Comcast has had an internet outage from 4pm-6:30pm EST every day. It does not matter what the weather is and could not be caused by interference from other equipment as it will happen regardless.

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**Ticket: # 1041697 - Frontier Communications - FIOS**

**Date:** 6/17/2016 9:52:46 AM

**City/State/Zip:** Argyle, Texas 76226

**Company Complaining About:** Frontier Communications

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### **Description**

Fios Internet through Frontier Communications has been completely down for 48 hours. When I call Frontier they say it is a widespread outage with no estimated resolution time and will not / cannot tell me what the issue actually is. This is affecting my ability to work and my sons ability to complete school work.

---

**Ticket: # 1042323 - false ads spying on customers for ulterior motives**

**Date:** 6/17/2016 2:02:57 PM

**City/State/Zip:** Chula Vista, California 92154

**Company Complaining About:** Cox

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## **Description**

the high speed advertisements by cox are a fraud, the services are not high speed, they are full of spyware by cox communications monitoring our searches and the downloads are slow and seems to be not compatible with websites since cox places so much spyware to find what and where you go and that of your emails it seems to be a nazi style surveillance on peoples habits so much it slows down the computers search engine with blasting pop up ads, and then i am being billed 37.00 a month for services that are advertised for 19.99, and they laugh everytime i have called, and all they say is reset your modem, why do i have to deal with this? no i am finding another service as of today, but you need to investigate thier secret spying.and its against the privacy laws the 4th and 5th and 8th amendments



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**Ticket: # 1042464 - Violation of customer service standards and interference rules**

**Date:** 6/17/2016 2:44:13 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Comcast

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## **Description**

I previous filed ticket # 920583 because Comcast constantly has outages at my address (b) (6) [REDACTED] San Mateo, CA) and kept refusing to fix them if I don't use a rental modem.

After 22 calls, 2 truck rolls, an FCC complaint, and a franchise board complaint, service was restored, but a couple weeks later my service is out again now. Comcast is violating customer service standards by not initiating repairs within 24 hours (truck roll scheduled more than 48 hours into the future). I have also taken a snapshot of the cable box and Comcast is polluting the airwaves by leaving the connection box open and the wiring looks like it was done by circus clowns on meth. The shoddy wiring and open box are clearly the reason that my connectivity keeps failing.

I ask the FCC to open a formal investigation into Comcast for habitual and gross violations of applicable federal law and FCC rules.

---

**Ticket: # 1042554 - Receiving unsolicited promotional emails from Vanguard**

**Date:** 6/17/2016 3:10:09 PM

**City/State/Zip:** Cary, North Carolina 27519

**Company Complaining About:** Time Warner

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**Description**

Vanguard (vanguard.com) keeps emailing me promotional messages from vanguard@eonline.e-vanguard.com. These are unsolicited (I did not sign up for promotional messages), and there is no way to opt out of the messages online. The emails say to opt out by calling them or emailing them, but I've emailed them 2-3 times at their opt-out email address demanding an opt out with no response, and I refuse to waste my time calling them for something I never signed up for.

---

**Ticket: # 1042572 - cell phone controlled by unknow device ,online account stolen**

**Date:** 6/17/2016 3:17:48 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Verizon

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## **Description**

My cell phone is being duplicated with a device and controlling it, also being used by identity fraud , Medicare fraud , I got this number in Woodbridge VA (b) (6) , did report to Prince William police VA 12-2013, only they are they ones doing it, to help Sgt. Bruce A Livingston and undocumented immigrant Yadira Garcia to take over my identity , even asking to share my identity, when I do not ,she had used ny number to get a call back from hospital that is a translator in Spanish , I do not need a translator.

internet crime also to help illegal immigrant Yadira Garcia to be with my name and library card account , (b) (6) , Facebook "(b) (6)", my online bank account with Bank of America , my debit card in fast food stores and motel, hotels, my cell phone being ued for fraud , even TracFone I had to deactivate (b) (6) , someone was using it for fraud , used computer at Cubesmart next to Georgia Ave . NW Washington DC .

What ever I write or send messages or email being read , have been going on for 6 years . Police are doing it , started in Manassas and Winchester area .My cell phone that I have be switched by persons, like homeless or employees that feed homeless , while I charge it or when I don't look while charging it , my doctor hospital information in it and family, family get gifts and those that help against me .

I do have some pictures or number that have called the illegal immigrant in my contact number and cannot send the picture, using library computer .

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[Ticket: # 1043536 - Comcast interfering with dishanywhere network transmissions](#)

**Date:** 6/18/2016 10:19:02 AM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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## **Description**

Comcast appears to be throttling the delivery of Dishanywhere video. This causes video to stop and causes quality problems and restarts of software.

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**Ticket: # 1043464 - internet**

**Date:** 6/18/2016 5:58:45 AM

**City/State/Zip:** St. Mary's, Alaska 99658-0171

**Company Complaining About:** Gci.com

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## **Description**

GCI.com, the internet service provider serving rural Alaska such as the village I live in, St. Mary's, Alaska, where transportation into and out of the village is by plane, boat, and in winter time snowmachine, we are being price gouged and served indiscriminantly by technicians that monitor our logon time. The lowest subscription rate with their service is \$29.99 a month, with 5 megabyte downloads/uploads total per month, which is not very much, being that logging on and checking email or bank accounts eats up alot of the data in a short time, browsing the internet a few minutes at a time uses up alot of the limit time, too. Because of the over usage per month, I have limited my daily uses online to 3 days a week (for at least a couple years now), even then I usually get blocked when my 5 megabytes are used for the month. Using software that monitors upload/download usages does not usually add up to what monthly uses they charge us with, even with the P.C. software such as window's 'task manager' that shows total megabytes used doesn't add up, too, they are usually below the 5 megabytes for the month. The internet service policy is to charge \$1.00 for every 100/200 Kilobytes over usage per month, but some of their technicians use their own policies, such as blocking internet connections to it's subscribers (such as myself) when we use our 5 mg's up for the month. Then we'd have to wait a few days to a week before the new month begins and we are able to use the online service again. Alot of the times, although it has somewhat lessened, my online usage would be blocked, or slowed down, with interferences, when playing timed games, such as board games use, limited minutes per game. I've filed complaints with IC3, too. When they'd (gci techs) see me pull up an IC3 complaint page, the slowdowns or blocks would become normal connections again. I called in the the technical center at gci.com last month, when it was evident my connection wouldn't be switched on again, until the new month started up, I'd have to wait a few days more until then. I asked the tech over the phone (a female tech) if my connection could be started up again, then be charged for over usage like it had been before but not being used anymore, for my connection at least. The lady explained, as far as I could undertsand, that their policy was to block subscription users if they had gone over the monthly megabyte limit, I asked if it could be possible to use the original policy that would charge for over usage. It looked like I wouldn't get anywhere with her, so I asked if she could send me the policy where it stipulated that when megabytre limits were met for the month the connections would be blocked until a new month begins. I gave her my gci.net email address (a GCI.com email address) that she could send the policy about megabyte limit blockages to me. She did send me a small note that sort of explained thet 'new' policy blocking over users. I intended to keep the email sent me for later use, but when checking my email later it had been deleted. My browser pages have been manipulated that my 3 main email pages, one is with google, that directs my incoming mail to the trash folder, everytime I check my google email I check the trash folder for incoming mail, then move the pertinent mail to my inbox folder, and 2 email letters I sent using gmail to another company here in Alaska, re-pops up in my incoming (trash mail) email, I usually have to move them to my inbox, too. It's totally unusual that email I sent out is sent to my incoming (trash) email again and again, like I am being sent a message, that my gmail is being observed, controlled by someone doing it; my msn outlook email page had me unable to logoff from it, the usual way to logging off from it was to click the icon that a pull down would appear to click on the sign off button, it happened that my logoff icon was disabled. to log off, I had to refresh the

outlook email page, while refreshing, before the hotmail page would load up, I would close it, that was the way I'd sign off from my outlook email page; in my yahoo email page, my spam mail would be disabled, so that when I wanted to delete the spam mail from piling up too much, I couldn't delete them, I'd have to spend alot of time trying to delete the spam, going over and over trying to delete them. Just recently my google gmail page has been reset (not of my own doing), and somewhat fixed that all extras I had not instructed and 'saved' to appear, had been cleaned and repaired (somewhat, there are still some problems included in the gmail page) somewhat fixed, so that the problem email page would not load up, where I'd have to sort through clearing them up and sorting the inbox mail into the right folder. Codes had been downloaded to my windows media player, disabling it for awhile, along with my online connection being blocked. I had to look into my registry, trying to make my media player to work again. It seems some don't like the music I play, or the dvds I watch, until, while not able to understand why I could not get the media player to work, and looking at it (the media player), it returned back to normal at the same time my online connection restored. There are some decent people (gci techs) who I believe correct some of the wrongs directed at me from there, while there are others who do their best to make my online experience be at it's worst. I would send complaint pages to IC3 like I mentioned before, explaining in one of my complaints to them "that I would send as many complaints to IC3, so long as my connections were interfered with". I had gotten a notice from them (IC3), that my limit for filing complaints had reached it's limit, and I was not able to file complaints anymore, so I had not sent any since, since around Feb./March 2016. I would not send any complaints about GCI.com problem services, if it weren't that they (GCI.com) hadn't received a subsidy from the federal govt., to expand their network that would include rural areas receiving broadband. It would be foolish of me to do so (send complaints about them, they knowing when and where I send email to), if it were not for the subsidy they received. Even I would know that, knowing how they monitor online connections, sending complaints about them would jeopardize my usage with them, they'd have been able to disconnect me from using their service, except for the subsidy. The times I've send complaints were the days and time of the day that the interferences occurred, like this mid-afternoon, and the weekend evening interferences, like today. It would be before, some years ago, when my P.C. would receive updates, as usual, excepting the big, tens of megabytes updates, just before completion, connection would be lost. Then I'd have to start the download update over again, being charged for the same incompleted re-download. It happened, or nearly happened today, I had a 90+ megabyte update download, when it was about 90% complete the P.C. connection was trickled down to a few kilobytes, enough to stay online, just barely. I knew they (the techs there) were up to no good again. I monitor my connection speed everytime I'm online with them, I now know when interferences occur, that's why I've sent you this email today. I would not have liked to send a complaint, but I believe they are banking on me not sending one, that's why the interferences occurs. tnx for the time, and i hope understanding, (b)

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**Ticket: # 1043001 - Spam Group text from Hong Kong**

**Date:** 6/17/2016 5:45:33 PM

**City/State/Zip:** Roy, Utah 84067-6708

**Company Complaining About:** Cricket

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**Description**

Today at 14:59 MT I received a group text to myself and more than 50 others from a (b) (6) of 'Santander Bank Hong Kong.

Apparently we're all set to get 9.8 Million USD if we give him our private emails.

Sent from (b) (6)

I have and can submit to you the other phone numbers this scam was sent to if requested. It doesn't seem to want to allow me to upload the additional screenshot. The original message is attached.

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**Ticket: # 1043095 - Sheraton Hotel blocking Verizon hotspot from iPhone & iPad**

**Date:** 6/17/2016 6:32:35 PM

**City/State/Zip:** West Peoria, Illinois 61604

**Company Complaining About:** Verizon Wireless

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## **Description**

6/17 - 6/19 stay at Sheraton Minneapolis West Hotel, (b) (6), Minnetonka, Minnesota, 55305 (b) (6)

The hotel's "Free" internet is so slow that it takes more than a minute to download one webpage. They do offer options for \$9.95 and \$12.95 per day paid internet. I am unable to use the hotspot on my Verizon iPhone or iPad to connect to the internet at this hotel. The internet works fine on the devices but will not work on my computer when connect to the hotspot.



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[Ticket: # 1043171 - One sender sending bulk marketing emails and stop link doesn't work](#)

**Date:** 6/17/2016 7:21:01 PM

**City/State/Zip:** Las Cruces, New Mexico 88005

**Company Complaining About:** Verizon Wireless

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## Description

Email (b) (6) is sending hundreds of marketing emails to me. Usually marking the address as spam stops unwanted senders; but this one has found a way around it and sends about 30 marketing emails per day. I have clicked the stop/unsubscribe link many times with no success. Please help me stop this stalker.

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**Ticket: # 1057454 - internet**

**Date:** 6/27/2016 3:52:31 PM

**City/State/Zip:** Wimberley, Texas 78676

**Company Complaining About:** Frontier Communications

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### **Description**

we have not had Internet for three weeks, starting week four. No return calls when we repeatedly tried to contact management.

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[Ticket: # 1043439 - Compromising my computer](#)

**Date:** 6/18/2016 2:46:59 AM

**City/State/Zip:** Herrin, Illinois 62948

**Company Complaining About:** Mediacom

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## **Description**

Someone is hacking into my internet

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**Ticket: # 1059870 - Verizon internet**

**Date:** 6/28/2016 5:06:31 PM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

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## **Description**

Verizon internet keeps going offline and it's days until we get it back. This happens at least twice a month

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**Ticket: # 1043567 - internet**

**Date:** 6/18/2016 11:01:41 AM

**City/State/Zip:** Englewood, Ohio 45322

**Company Complaining About:** Time Warner

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## **Description**

I know i have filed a complaint before on time warner cable and im not sure if they are allowed to throttle your internet service they say they don't do data caps but i do believe they are throttling my internet services my mom pays for 32mpbs of internet but when i do a speed test it at first says Check out my Ookla Speedtest result. What's your speed? <http://www.speedtest.net/my-result/a/2007431273> and then it jumps to Check out my Ookla Speedtest result. What's your speed? <http://www.speedtest.net/my-result/a/2007430522> it just keeps going up and down thats wh i believe we are being throttled and we also have tv bundles 2 cable box recievers and one dvr box and our bill is almost 200 dollars a month including the internet and cost more to upgrade my internet services i think that is unfair pricing and my mom is really thinking about leaving time warner

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**Ticket: # 1043730 - Windstream internet**

**Date:** 6/18/2016 1:51:02 PM

**City/State/Zip:** Monroe, Georgia 30656

**Company Complaining About:** Windstream Communications

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## **Description**

Consistent drops to below allowable guidelines. We have 12 MB download service and 1MB upload. Over the last 2 months we have repeatedly asked Windstream to address this issue. Today, Sat. 6/18/16 over a three hour period our downloads have been no higher than 6MB and uploads have averaged .4 with a high of .56 MB. This is direct wired to the router. This next week will be the 5th time we have had service people from windstream at our home to address the issue. After hour long waits to speak to representatives we are told that the issue will be looked into with no resulting improvement.

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**Ticket: # 1044115 - Worst over priced service imaginable.**

**Date:** 6/18/2016 9:51:28 PM

**City/State/Zip:** Miami, Florida 33137

**Company Complaining About:** Comcast

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## **Description**

I pay about 70 dollars a month just for 25mbps. Just for Internet. A few months later they started restricting Internet usage for up to 300gigs of data. Once you pass that mark it is i belive 10 dollars extra for each 10 gigs. Basically if all you use is internet you end up paying an easy monthly bill of close to 100 dollars.

In the family we only have Internet since there prices are ridiculously high. So that is all we use.

I am not kidding when I say that I have had my internet down for hours each and every day of the week due to "outages in the area".

Customer service is not bad sometimes you encounter someone very rude and unprofessional.

When you call and set up an appointment for them to come to your house either fix/install anything they never show up. In fact I've had to call and follow up to see if they are coming or not.

Xfinity by far as not been a pleasant experience and do hope they fix major things with the company. Comcast Is one of the most hated rated companies out there. Just search it up.

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[Ticket: # 1044129 - internet packet loss, phone number support down](#)

**Date:** 6/18/2016 10:18:36 PM

**City/State/Zip:** Dallas, Texas 75209

**Company Complaining About:** Time Warner

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### **Description**

for the past 2 weeks my isp's phone number has been down. meanwhile, I'm having massive packet loss and high ping and jitter levels. I am a gamer and as a gamer i deserve good internet. without that i have lag. I am aware my isp, Time Warner Cable, has merged with charter. but i want a solution.



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**Ticket: # 1044156 - youtube being blocked by google**

**Date:** 6/18/2016 11:35:36 PM

**City/State/Zip:** Bluefield, Virginia 24605

**Company Complaining About:** Wvva.net

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## **Description**

youtube being blocked by google. error 400 shows on the screen. if you dont watch what they want you to watch, they block your feed. i could take my blue-ray back to wallmart & get another one, but they would block it to in a few days. i'am not watching the trash they call news. i'll just turn my internet Off, if this isn't resolved in a few days. all i use it for, is to watch a little news, once and while the grand kids watch their music.

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[Ticket: # 1044189 - ISP took all my inbox complaints on 5/22/16 w/o my consent or knowledge](#)

**Date:** 6/19/2016 1:09:20 AM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Cox

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## **Description**

On 5/22/16 my ISP, Cox communications, Inc., took all my inbox emails without my permission, knowledge, or consent.

I contacted their IT on 5/23/16 and filed a complaint. I was told it would fix the problem in 2 hrs.

I called after 2 hrs and was told Cox only makes backup once per week, and that I was out of luck.

They did the same thing to me about 2 years ago; they they told me I needed a court order to get back my stolen emails.

I have emailed them at "(b) (6)" daily since about 5/29/16---they have never responded nor returned my stolen emails.

Please intercede for me.

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**Ticket: # 1044195 - Four Months So Far Of Internet Disconnectivity:**

**Date:** 6/19/2016 2:46:58 AM

**City/State/Zip:** Kingston, Oklahoma 73439

**Company Complaining About:** Rise Broadband

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## **Description**

My Internet Connection has experienced problems since March 2016. The connection drops and I usually get FIVE HOURS PER DAY of connection. The rest of the day is constant service interruptions. Some days the service is DOWN most of the day and with five hours of "Connection Windows That Open And Close". I am not concerned about slow speeds. I am concerned about NO CONNECTION AT ALL.

The telephone operators at Rise Broadband say that this is "normal" with a 900 mhz signal. They also state that this connection is not meant for online gaming or netflix, just for checking email. I DO NOT LIKE TO DO THOSE TWO THINGS AND I AM UNABLE TO EVEN CHECK EMAIL. They claim that to resolve the problem, I must "upgrade" by giving them MORE MONEY FOR LESS INTERNET, and there is no guarantee that the "upgrade" will even function. Also, I have a "Legacy" account which is supposed to be Unlimited Data which Rise Broadband just so happens to no longer offer. This sounds EXACTLY like when Verizon pressures people to "Upgrade" their Internet modems for a "faster, more reliable connection" but conveniently no longer Unlimited.

The Field Technicians have not done anything to repair the outdoor equipment. The field technicians are supposed to call as I cannot hear knocking on the door. Usually people just gently tap on the door which I DO NOT HEAR. As a result, you must call or I will not be able to answer. I NEVER got a telephone call from them but all the lazy field technicians do is LIE and say that they "tried to but ended up leaving a voice mail." I. DO. NOT. HAVE. A. VOICE. MAIL.

Either Rise Broadband is harassing me to give them more money for less Internet, or Rise Broadband is not maintaining their Towers and won't admit to their mistakes.

I WILL NOT PAY FOR SOMETHING THAT IS BROKEN. TO BEGIN WITH, I MUST HAVE A FULL REFUND SINCE MARCH 2016. AND STOP WITH THE CONNECTION INTERFERENCE. IF THERE CONTINUES TO BE PROBLEMS WITH THE INTERNET SERVICE I WILL TAKE LEGAL ACTION.

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**Ticket: # 1044241 - Where do I start? availability, speed, interference, billing, equipment, customer service**

**Date:** 6/19/2016 9:58:00 AM

**City/State/Zip:** Prairie Village, Kansas 66208

**Company Complaining About:** Time Warner

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## **Description**

Problems with connectivity, speed, interference, availability. Terrible Customer Service, have spent over 30 hours on the phone, chat or with techs in-house attempting to resolve phone and internet issues since signing up for bundle less than a month ago. Was promised call-backs by several reps/supervisors who never called back. Slow speeds-worse than DSL. Terrible wifi connectivity-constantly disconnecting and trying to "connect" to my printers instead. Misleading advertising as to speed. Terrible reliability. I am self-employed/working from home and have been losing money hand over fist due to exorbitant amounts of time consumed dealing with TWC "customer disservice" rather than dealing with my own clients. Cannot run a business without reliable phone and internet service. Had yet another tech come out this week. He "optimized" settings. Better, but, unfortunately, still experiencing slower speeds than advertising led me to expect. Shouldn't have to call a dozen times to get help. Passed around by customer service. Told repeatedly that I can call back and talk to same rep with his/her extension #, but next rep always refuses to do so including refusal to connect me back to supervisor. Overcharging, misleading advertising because of extra monthly charges for modem. Malfunctioning modem. Backup battery issues-not working-modem does not accurately reflect whether battery is functioning or not, misleading info given by sales and online tech support as to battery (length of time it will work, whether or not it is working). Internet cuts off completely for no apparent reason. Resetting doesn't work.

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**Ticket: # 1044214 - Investigate Marissa Mayer, CEO of Yahoo! to discover why she has absolutely ruined the Yahoo email experience for all of its subscribers**

**Date:** 6/19/2016 7:46:51 AM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Yahoo

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## **Description**

Marissa Mayer, CEO of Yahoo! and formerly a tech person at Google.com, has absolutely ruined the Yahoo platform for all of its email subscribers, and I want to know the reason why. This woman is so overpaid--in the millions and millions of dollars--and she and all of her insider cronies have made such a mess of Yahoo that it is no longer usable. They are spamming all of us daily to the tune of hundreds of spam emails; you can't empty your trash or spam files without Yahoo starting up "feature films" for you to watch, which no one is interested in doing; they run so many ads that our computers are constantly freezing up while on Yahoo; she and her "high tech" buddies have cluttered up the website with so much garbage that you can no longer read the news in peace or quickly. The goings-on of Kanye West and the Kardashians are their favorite "news items." Yahoo used to have a scrolling news feature where you could pass your mouse over each news item and it would give you a brief explanation, but they destroyed that and put in its place a "still" feature where you have to click on each news item now and actually open it up. Each article now expands over two pages. To sign in to your account you have to go thru FIVE STEPS and a couple of different pages, boxes and screens! You can't even get to your emails anymore without having to review a box of featured emails first. I think what they are doing is punishing all Yahoo users who do not wish to sign up for the upgraded Yahoo service that allows you to see and use your emails about interfering ads. You are punished if you install an ad blocker on your computer. Yahoo is a mess. Many people have left this once-great, fun and EASY TO USE SERVICE for Google, even though they don't want to go to other services but have given up on Yahoo in utter exasperation. Marissa Mayer needs to be investigated and she also needs to be fired. HOWEVER, if they fire her, she then receives a golden parachute package of \$360 million! WHY HAS CORPORATE AMERICA BECOME SO CORRUPT??? Go to Yahoo and read their feedback and you will see what I mean. No matter how much the subscribers complain about everything about Yahoo, the Yahoo "culture" pays them no mind and we are all punished further. PLEASE INVESTIGATE YAHOO AND FINE THEM! TAKE THEM DOWN! INDICT MARISSA MAYER FOR TOTALLY DESTROYING WHAT USED TO BE THE EASIEST AND MOST FUN EMAIL SERVICE AROUND BUT WHAT IS NOW THE W-O-R-S-T EMAIL PROVIDER IN THE WORLD! You ask me below to provide you with the name of my internet provider. I am not complaining about AT&T right now, but about an email service provider.

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**Ticket: # 1044294 - email harassment**

**Date:** 6/19/2016 12:06:36 PM

**City/State/Zip:** Manitou Springs, Colorado 80829

**Company Complaining About:** Live Dating Club

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### **Description**

I keep receiving unwanted emails from Live Dating Club. There's no way to unsubscribe successfully. Not only this, but the site inserts profane system messages on my mobile device such as "You have a Fuck Buddy in your area."

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**Ticket: # 1044522 - Lawn damages while inserting cables.**

**Date:** 6/19/2016 7:31:49 PM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** AT&T

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### **Description**

AT&T/ or AT&T Contractor have inserted new cables and a Under ground Box and kept heavy equipment on my front Lawn. They have damaged not only the lawn around the cable wire box but they have also not reburied the existing Comcast cables back in the ground. My cable company, Comcast, has agreed to rebury the cables but I need AT&T to fixed my Lawn or compensate me for the damages to my lawn and around the cable box .

Please see attached pictures regarding this issue.

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[Ticket: # 1044538 - Internet hijacking](#)

**Date:** 6/19/2016 8:17:21 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Slimware Inc.

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## **Description**

Driver Update always pop in when I am on FB. This very irritating intrusion to get their computer services.



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**Ticket: # 1044550 - Comcast in receipt of payment and failure to correct connectivity issues**

**Date:** 6/19/2016 8:32:34 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

We have notified Comcast several times regarding cable TV and Internet not working. The cause of the problem had been diagnosed by several Comcast Independent contractors and in-house technicians as a damaged tap/ungrounded line and poorly ran lines within the home. All appointments made to repair the problem resulted in no shows and/or technicians with no ability fix the problem showing up. Multiple Attempts to escalate the problem with customer service have resulted in several hours on the phone wasted and have been unsuccessful.

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**Ticket: # 1044638 - Facebook, Yahoo, DuckDuckGo, ATT, COX**

**Date:** 6/19/2016 11:47:08 PM

**City/State/Zip:** Las Vegas, Nevada 89148

**Company Complaining About:** Cox

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## **Description**

I have complained to ATT, Virgin, Facebook, Yahoo, Cox, Apple about interference, cyberstalking. Some reason there is interference within my iCloud email now, and now Yahoo keeps interfering in my Apple devices. I found out that there are hacker sites that teach people to hack into Facebook accounts if they are using Yahoo email addresses. Not sure where it's coming from, but seems they're all connected in the communication stalking. Please help before they escalate to doing more harm. Thank you.

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## Ticket: # 1044828 - Comcast has the most horrible customer service on the planet Earth

**Date:** 6/20/2016 9:43:35 AM

**City/State/Zip:** Indianapolis, Indiana 46229

**Company Complaining About:** Comcast

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### Description

Our bill was \$149 per month and I wanted to find a way to lower our bill; all we have is internet and cable. For 2 days I talked to customer service reps who all gave me different deals, rates and current promos; the kicker is, none of their plans matched. So because I felt so uncomfortable changing my account over the phone with random people, I wasted 2 hours of my life at the Comcast store. I was told there was a current deal called Triple Play going on for \$99/month. If I added an additional service I would be eligible for the deal. It sounded great so I added home security. I also complained about the quality of our internet service. I was told to upgrade to their new router because we were using our own. I'm not surprised that it did not fix the problem. I can't even sit downstairs and work from home without the internet disconnecting and reconnecting every 5 minutes. Anyway, we scheduled an apt to have a rep come over. It took almost 4 weeks for someone to actually come over to our house. Once he got there he asked us what services we needed done as if he had no idea about our work order. That made me nervous as well. He was there to install home security, change out our DVR for the upgrade and install a new router. He had to call customer service the whole time to figure out what he was doing. I asked him not to take any equipment with him and of course he did. I was told to take it back to the store. Nonetheless, I look at my bill, which had a previous \$0 balance by the way, and it is \$319.08. WHAT?! I expected a \$200 bill; 1) \$100 for Triple Play and 2) \$100 for Installation fees and taxes. What they did instead was individually tack on each service and charge us. So although I went in to lower a \$149 bill, my bill is now \$190 per month. Wow, Comcast is crazy. So of course in order to resolve this I have to continue wasting my time by visiting their stores because you can't contact the rep who helped you. I just know her name was (b) (6) at the service center on (b) (6), Indianapolis, IN, 46250. It is ridiculous how companies can get away with treating customers like this. No customer service, no resolve, no help. You are sucked into contracts that you did not agree to. Comcast is notorious for adding fees and changing agreements even while under contract. What is the point in having a contract if you can change it and not meet your terms at any time you want to. This needs to be taken care of asap. This is absolutely ridiculous.

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**Ticket: # 1044818 - Comcast xfinity**

**Date:** 6/20/2016 9:32:26 AM

**City/State/Zip:** Wilton Manors, Florida 33311

**Company Complaining About:** Comcast

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## **Description**

I have currently been without service for 5 days and was just told it may be an additional 72 hours to provide service to my home. In addition, I have called for customer service no fewer than 12 times and can count more than 3.5 hours on the line either holding, dealing with automated systems or talking with a rep. I have asked to speak with a supervisor 3 times now and was refused by one rep, placed on hold for more than 25 minutes by another before being disconnected and the third never put in the job ticket for service so I sat waiting for an appointment that never showed. That was the 4th scheduled appointment that never showed within a 36 hour window.

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**Ticket: # 1044832 - Constant internet interruptions****Date:** 6/20/2016 9:47:04 AM**City/State/Zip:** Melbourne, Florida 32901**Company Complaining About:** Moonbean

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**Description**

My apartment complex requires all their tenants use Moonbean as our internet and cable provider. We have had problems with this service every single month. Their company has refused to have anyone in management call me this whole year. My fiancé and I have called numerous times to complain and they can never seem to fix the problem. I've also requested a manager to call me numerous times and again no one will call me. They raised their prices which we were obligated to pay because like I said before, they are the only company allowed in our complex. They take no responsibility for the fact that their service is trash. I have a contract with this company, I pay them monthly and they provide a service. Well I pay monthly, but they do not provide working monthly services.

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**Ticket: # 1044874 - Scam-spam locks up computer to force phone contact with spammer & revelation of personal data.**

**Date:** 6/20/2016 10:17:25 AM

**City/State/Zip:** Overland Park, Kansas 66208

**Company Complaining About:** Os Assist [sic]

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## **Description**

Frequent problem, on entering a Yuku.com website I am flashed with a warning that my browser has "crashed" and I must call an 866 number for help. Warning message pretends this is a call to an Apple computer service site, but it is not. It is a call to India, trying to scam me out of identity information for criminal purposes and via extortion by locking my system. Today, a more thorough lockup required one-half hour to find a work around because even "Restart" and "Shut Down" on my computer were blocked at Safari level and I was locked into Safari window. I called number given by Indians and demanded fix info but they refused to give until I gave them this and that information, which I refused. Indian became belligerent at my refusal. Finally found a fix, but cannot even remember how I did it; just was pushing misc. buttons until something besides the crash notice came up.

You need to do something about this problem including requiring ISPs to block transmission of the mal-program from its source and Mac-Apple to sue for misuse of their name and trademarks. Also AT&T for providing them a toll-free number to scam from, and Yuku.com for providing them an access point to people's computers. Indians call themselves "OS Assist", FWIW. Please get on this.

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**Ticket: # 1044885 - GoGo interfering with residential Wi-Fi**

**Date:** 6/20/2016 10:22:36 AM

**City/State/Zip:** Chicago, Illinois 60606

**Company Complaining About:** Gogo

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### **Description**

GoGo (in flight Wi-Fi provider) opened offices next door at (b) (6) and they are interfering with wi-fi in our condo building. AT&T technicians have told us the GoGo signals are over powering the wi-fi in our building. Can you please check if GoGo at (b) (6) St, Chicago, IL is in compliance with FCC regulations on signal strength? Thank you.

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**Ticket: # 1045086 - Internet Blocking****Date:** 6/20/2016 11:55:28 AM**City/State/Zip:** South San Francisco, California 94080**Company Complaining About:** I Don't Know Their Provider

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**Description**

While I was traveling up to San Fransico and stayed at the Hampton Inn, (b) (6), South San Francisco, CA 94080. I attempted to use a Mifi device, it was blocked. Thinking it was the mifi, I turned on my hotspot on my works Verizon phone and it was blocked. I then turned on my personal phone's AT&T hotspot, and it was also blocked. (note blocked meaning no VPN access and no browser access). I linked up to their free Wifi (which was so slow you couldn't work, but did connect) For a fee, you could upgrade to a premium service (where you could actually get work done). When I left the Hotel and went across the street to my office. I tested all three devices and they worked fine. Clearly they (Hampton) are jamming personal devices in order to make people pay for their access. (which I thought was a clear violation of FCC rules?)



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[Ticket: # 1045259 - mobile hotspot blocking](#)

**Date:** 6/20/2016 1:07:58 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Fulton County Public Schools

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## **Description**

Mobile hotspots seem to be blocked. Mobile hotspots work perfect outside of building, but fail inside of building, even with full cell phone signal.

Starting hotspots from iPhone, Mac desktop and a Kingston MobileLite Wireless G2 all fail.

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**Ticket: # 1045749 - Comcast**

**Date:** 6/20/2016 3:38:23 PM

**City/State/Zip:** Lynchburg, Virginia 24504

**Company Complaining About:** Comcast

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## **Description**

I just recently moved into my girlfriends house and Comcast won't allow either my girlfriend or myself Internet service because her mom had a past due bill at this address. Neither one of us have anything to do with that bill other than that my girlfriend is related to the person with the past due bill. I have offered to do everything even go so far as to pay the bill off but they still won't let us do anything even though we were approved service and sent equipment but it "slipped through the cracks" that her mom had a past due bill at that same address

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**Ticket: # 1046037 - Server of Third parties are intercepting my connection?**

**Date:** 6/20/2016 5:23:52 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** AT&T

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### **Description**

ATT, IP is re-routing my ip requests to third party servers. Please watch entertainment channels selling incorrect information.

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**Ticket: # 1046203 - Data from internet**

**Date:** 6/20/2016 6:21:42 PM

**City/State/Zip:** Castalia, North Carolina 27816

**Company Complaining About:** Excede

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## **Description**

My wife, had switch tv companies from Dish to Directv. We had dish net for Internet service which I hated. I was asked by the company signing us up, if I wanted internet. I said yes, but only if better than what I had. They told me they had Exceed Satalite company. They said it was better than what I had and the numbers they said, showed that. I signed up. They said I would get 60mgb of data per months. Much better than the 30 mgb I was getting. I got contract from Excede, but it said 10 mgb. I called my signing company and asked. They said 10 was from excede, 50 was from them. Since day 1, when data runs out at 10, my service becomes intermittent. I called Excede and they played bait and switch, telling me they would be happy to sell me a bigger package. When I call, back to my signer, they use to say excede, was wrong, later told me I had take it up with excede. This was pure fraud, to get me to switch. My data is good for about 1 week, then I go to "life line" which is slower data. I wouldn't mind that if it were not intermittent.

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**Ticket: # 1046214 - Comcast Service****Date:** 6/20/2016 6:27:51 PM**City/State/Zip:** Tallahassee, Florida 32304**Company Complaining About:** Comcast

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**Description**

I have had intermittent service with Comcast XFINITY Cable Internet for the last few months. There are WEEKLY outages in my area, and they have done nothing about it beyond crediting my account with laughable amounts of money. They have sent multiple technicians to my home (which I have to take off work to be there for) all of who said that there were no problems with the wiring in my home or the outside lines.

At this point I am paying for service that is unreliable, and feel like the victim of a corporation that has a monopoly in my area. They refuse to fix the actual problem, and each time I call (weekly due to service interruptions) I am given conflicting information about the issue:

- 1) It's my modem (another rep told me my modem was fine).
- 2) It's my home line (a technician came to my home and told me there was no problem)
- 3) It's the outside lines (technician also verified there was no problem).
- 4) There is an outage in my area (the most common).

It seems ridiculous and unreasonable that a company like Comcast is able to get away with providing terrible service at an inflated price simply because they are the only provider in the area.

When I do have service, I rarely get the speeds that I am paying for and for a week had an abysmal upload speed of 0.2 Megabits/second.

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**Ticket: # 1046355 - AT&T internet, phone and account abuse****Date:** 6/20/2016 7:46:01 PM**City/State/Zip:** Dallas, Texas 75313**Company Complaining About:** AT&T

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**Description**

This is an update to a complaint submission filed with the FCC. I received the submission confirmation on June 12, 2016 at 10:23:26 AM CDT. I received an email today from the FCC with a ticket number of 1032123 (June 20, 2016 at 12:28:37 PM CDT) stating AT&T had been notified. The information below is an update for this submission.

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For two years, I have been asking AT&T representatives for a name, office, location, and email that could help me resolve these issues. I have been to AT&T stores so often asking for my account to be reviewed that the representatives no longer log me in as a customer. In short, I have not been able to get past the AT&T representatives. They are taught and they believe that all information that I would ever need about my account is in their iPad. However, what I am asking for requires a more in-depth investigation.

This is where I think the investigation should start. My original email address is Richard.natalie@att.net. Years ago, late 2008 or early 2009, I went to the old AT&T store on Beltline to have my original email disconnected. Not long after I had the AT&T email disconnected (closed), I went back to the same AT&T store to verify closure. I am now wondering if my old AT&T email address has ever been closed. Is there someone using my old email address?

In either December 2013 or January 2014, I went to the an AT&T store on Oak Lawn between Lemon and Cedar Springs in Dallas. The AT&T representative helped me to set up a new gmail address. Since I had closed my AT&T.net email, I opted for a gmail address to avoid confusion. At that point, the representative said something odd to me that has stuck with me. He said that he was going to attach my new gmail address to my old email address. I went on to explain that my old e-address was disconnected, and I didn't understand why he would do such a thing. I did not argue with him beyond that because I didn't really understand what he was doing. Again, I think there is a problem with someone using my old email address.

There is an issue with this account. I am almost 100% certain someone is getting into my account via either my old email account or perhaps a closed phone account. It is as though we are using the same air-time purchase; and sometimes, we are using the same air-time purchase at the same actual time. At those times when both emails are connected to my air-time at the same time, my iPad shuts down by itself or my screen goes black and freezes. At those times when someone else is connected to my air-time and I am not online, my iPad turns on by itself.

According to an email I received from the GTeam (Google?), someone is also connecting to my old phone via my old phone account. Since this email was sent to me by the GTeam, I am led to believe that someone is connecting to my old phone number to send emails through my closed AT&T account. How is someone connected to my old AT&T phone account? How are they connecting an email to my closed phone account? How did Google make the connection between an email using my old phone account and my current email in order to send me an email notification. If someone is

given my old phone number, they should also have their own account, anything less would be fraud. For the record, the last time that I used my old, disconnected iPhone was over two years ago. My old phone number is 214-668-6797. My new phone is a Go Phone with no email capabilities. My new number is 214-809-5100.

I do not have the ability to verify the detailed workings of the AT&T process as it relates to connecting to my email address or closed phone accounts. This is the review that I have been requesting

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**Ticket: # 1046470 - Fiber fraud**

**Date:** 6/20/2016 9:00:26 PM

**City/State/Zip:** Blair, Nebraska 68008

**Company Complaining About:** Abbnebraska

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### **Description**

I have fiber and pay for 10Mg per second. I do get that at times, but frequently I get less than 2 per sec. When I contact abbnebraska they tell me somebody will call me back in 1-2 days.



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**Ticket: # 1046501 - Comcast**

**Date:** 6/20/2016 9:35:04 PM

**City/State/Zip:** Laurel, Maryland 20723

**Company Complaining About:** Comcast

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## **Description**

I am quad play customer of comcast. I pay for home security. My system is constantly offline to no knowledge of mine. I pay with the impression that my home and family are secure. I attempted to correct the situation and customer service was even more stressful. The unit uses power from my home but is not functional. If I unplug it..the keypad constantly chimes. Comcast doesn't even call to see why it's unplugged.

---

**Ticket: # 1046691 - Blocking internet access through hotspot**

**Date:** 6/21/2016 1:51:28 AM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Caesars Palace Las Vegas

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### **Description**

It seems Caesars Palace Hotel and Convention center is blocking guests from accessing internet by using personal hotspots in order to get guests to purchase service through the hotel.

Even manually typing in my hotspot address shows 'no connection found'.

I understand some hotels have earned size-able fines for breaking this federal law.

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**Ticket: # 1046716 - Internet service completely unreliable****Date:** 6/21/2016 4:41:45 AM**City/State/Zip:** Austin, Texas 78759**Company Complaining About:** Time Warner

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**Description**

I'm forced into using Time Warner for my internet and phone so I can work from home. I say I'm forced, because they are literally the only option I have for a provider at my complex. Since working from home, I've had issue, after issue, with maintaining a reliable connection. They send technicians out who say something along the lines of "it's a bad port, cabling, etc..." They then have someone else out to fix these said issues, but without fail, my issues persist. The only times I get the advertised speed I pay for is when I call and complain, magically, there are no issues at precisely those moments.... Or after this last time they sent out a tech, he changes the port "to be safe," the modem as well, and everything is fine until a couple days later, as my speeds slowly but surely go back to nothing, or I lose connection entirely. I've even had techs working on other's people's connections disrupt my service to essentially install some sort of splitter for a neighbor so we feed off the same port. When they do this, my internet is gone. One tech will blame the wiring, another will "fix it" and then the next tech that shows up blames the wiring again.

Again, I work from home, and I've missed considerable amounts of work because of this, not to mention missing a final for school. And here I am at almost 4 in the morning, watching my internet cut out 3 times in the last two hours... This after this latest "fix."

It's apparent in the way techs act and the phone service people condescendingly ask me if I reset my modem for the millionth time that they want to make this "my issue" but when I'm using devices directly plugged into their routers (3rd router in a year), the connection and speed always drop, and it's visible on the router when it drops... It isn't my problem. I'm not using a bad wireless router.. I am and have always been using their tech.

I'm on the verge of getting some sort of action taken against me at work for having missed time due to this never ending issue.... Even if it's just that they move me back to working on campus... And that is completely unacceptable, I worked for years to be able to get the chance to work from home and it's ruined because of TWC and some messed up contract they have with my complex that only they can provide me internet, and let's not forget their never ending line of inept and poorly trained techs.

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**Ticket: # 1046739 - Internet service**

**Date:** 6/21/2016 7:07:48 AM

**City/State/Zip:** Schererville, Indiana 46375

**Company Complaining About:** AT&T

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## **Description**

I have been with at&t for 9 years at this residence. For more then two years have constantly had to call and complain of the overpricing, lack of internet service which they call intermittent service, and being told one thing and having another thing happen. First, I have recently had to change plans due to my over usage, even though when I select a plan I explain to the rep what my household uses the internet for and they recommend one. Many times they tell me that there will be no over usage charges and then to find out there is over usage charges. Originally I was not told of a limit and then I see a higher bill. On average day I lose connection anywhere from 4-10 times. It does not matter if it's 2 am, 5 am, or 2 pm. I have to troubleshoot by restarting my modem, my laptop, my computer, etc. Every month I call at&t at least 1-5 times to complain as well as emailing them (my latest method). The service is not reliable and at&t finds it ok to charge for over usage but does not care to reimburse their customers for the lack of service they are paying for. I feel that because there isn't much competition they are taking advantage of their customers. I reduced my phone service features to help with the limited income but now am paying more then I used to pay...this is ridiculous.

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[Ticket: # 1046767 - getting knocked off internet 2-3 times a day](#)

**Date:** 6/21/2016 8:54:12 AM

**City/State/Zip:** Phonixville, Pennsylvania 19460

**Company Complaining About:** Comcast

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## **Description**

service interrupted 2 3 times a day

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**Ticket: # 1047036 - Internet intermittence on a daily basis**

**Date:** 6/21/2016 11:21:31 AM

**City/State/Zip:** Addison, Texas 75001

**Company Complaining About:** Time Warner

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## **Description**

Internet access simply gets cutoff for several minutes at a time 2 or 3 times a day on average. Issue has been reported to TWC many times, and they say there's a general problem. They've sent a technician more than once, who has just said the cabling outside doesn't seem to be working properly, and that they will fix it.

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**Ticket: # 1047082 - Charges for Services not Rendered**

**Date:** 6/21/2016 11:36:05 AM

**City/State/Zip:** Canyon Lake, California 92587

**Company Complaining About:** Hughes Net

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**Description**

Hughes Network Systems charged me for services not rendered. The internet connection was very slow (installer said slow connectivity may be an issue). I upgraded the same day with the hope of increased speed. There was no change and I was unable to perform my work. I called two days after the install and within the prescribed cancellation period. I received a bill for \$148.98 reference number DSS33959535. After receiving the bill, I called a representative on 6/21/16 and they would not credit the bill

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**Ticket: # 1047096 - sent cable box that was not requested**

**Date:** 6/21/2016 11:39:33 AM

**City/State/Zip:** Fort Wayne, Indiana 46808

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me a cable box that was not requested received it on 6/17 on 6/20 internet quit working, called help desk and after talking to several people I got some woman in Asia (real hard to understand her typical of overseas help desk) who said internet was dropped and would reconnect internet with cable told her I did not want cable only internet she tried to strong arm me to get both internet started working on 6/20 went to Comcast store to return cable box and found out I had been stuck with cable plus internet it was corrected to internet only



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**Ticket: # 1047252 - Cox internet issues**

**Date:** 6/21/2016 12:39:57 PM

**City/State/Zip:** Henderson, Nevada 89014

**Company Complaining About:** Cox

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**Description**

Have had long term issues at this site with small packet loss and large amounts of jitter on internet connection. The jitter is the main issue that is not being resolved. This is ruining quality of all real time outbound streaming services we are using. Have opened ~9-10 tickets with Cox, with no resolution. First ticket was opened 05-13-2016. Have had 3-4 techs on site, each time tech sees issues from tap at site (outside of all our equipment). Cox has replaced modem. Per Cox we raised our bandwidth at this location as well for troubleshooting reasons.

Every time I reopen a ticket, they send a tech on site. Tech confirms they see issue and sends out a maintenance team. From there the ticket gets closed as resolved, but I still see issues. Every time I call they open a new ticket and restart the whole process.

Ticket numbers I have opened on this issue:

Ticket 23282006

Ticket 23283955

Ticket 2088174 (I think I am missing a number on this ticket, but can likely be referenced from our account).

Ticket 23306331

Ticket 23306331

Ticket 23315360

Ticket 23315360

Ticket 23318699

Ticket 23319142

It has been suggested by several Cox reps this is likely due to node in area being over saturated.

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[Ticket: # 1056109 - Hacked password](#)

**Date:** 6/26/2016 5:54:00 PM

**City/State/Zip:** Portland, Oregon 97296-0444

**Company Complaining About:** Comcast

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## Description

(b) (6)

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**Ticket: # 1047636 - internet**

**Date:** 6/21/2016 2:24:50 PM

**City/State/Zip:** Crawfordsville, Indiana 47933

**Company Complaining About:** Comcast

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## **Description**

lose internet connection at least once a day whether it be desk top (direct connect to modem) or WIFI. I pay for the highest speed because I work from home and I spend more time reconnecting or having to drive 1 1/2 into the main office in order to work. I get tired of calling of the inconvenience.

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**Ticket: # 1047749 - constant internet failure**

**Date:** 6/21/2016 3:12:31 PM

**City/State/Zip:** Bloomingdale, Ohio 43910

**Company Complaining About:** Windstream Communications

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## **Description**

We have had Windstream internet for some time now. They advertise that you can get high-speed internet. Our internet is extremely slow and is constantly going down. We have to reboot our internet at least once a day if not twice. Our internet went down again today. I called the 800 number, got an automated recording. After answering questions, the voice said they are aware of the interruption, was working on problem, and it would be up no later then Friday, June 24th. Today is Tuesday, June 21st. I even got on the webpage, using my data on my cell phone (it was recommended by their automated voice) to email them about the problem, and I got "OOPS, this service is down." Every time we have lost service, no credit is reflected on our bill. We called to complain about the slow speed and were told because we lived too far a distance from their office to get a faster speed. In this day and age of technology, it is hard for me to believe they are not able to remedy this issue. How can Comcast or AT&T reach all areas of the country with no problem. We pay a premium price to get the same high-speed internet that all of Windstream customers do receive. Just because we live where we do, we are not being treated fairly. We wanted to switch to Comcast but was told they are not permitted to come across the highway to our area because Windstream has that area. What happened to having a right to choose. We would appreciate it if this matter would be checked into.

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**Ticket: # 1047845 - High latency, loss of service**

**Date:** 6/21/2016 3:36:45 PM

**City/State/Zip:** Towanda, Pennsylvania 18848

**Company Complaining About:** Frontier Communications

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## **Description**

Internet connection experiences high latency during peak hours on a fairly routine basis, about 3-5 times a week. As an example, pinging google.com will yield ~34 ms latency during off-peak hours. During peak hours, about 3 pm to 8 pm, ping to google.com will often average 260 ms+, sometimes peaking to 1500 ms. Once or twice a month service will completely drop for a few hours, or allow websites to load intermittently. These problems -- high latency and interruption of service -- have persisted for approximately 6 months. Calling Frontier customer service is fruitless and many of my friends and neighbors who also have Frontier DSL have experienced similar problems with excessive latency and interruption of service.

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**Ticket: # 1048050 - Internet service**

**Date:** 6/21/2016 4:36:16 PM

**City/State/Zip:** Saint Leonard, Maryland 20685

**Company Complaining About:** Verizon

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## **Description**

I have been dealing with issues from Verizon. I have been calling for 6 months with no resolution. I have to call them every time the Internet goes out which no reason that i can see for the problem. It cut out on me as I was taking a test for school. I take online education classes . I cannot have ever this happen when my classes are in session. We pay for service. We should have that service uninterrupted. We should not have to reset the modem anytime we want to get on our computers or tablets. We need help to get this resolved Now! I should not have to be on the phone with them every week just for them to tell me they see nothing. Please help us.

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**Ticket: # 1048070 - internet scam**

**Date:** 6/21/2016 4:42:38 PM

**City/State/Zip:** Portage, Minnesota 49024

**Company Complaining About:** System Support, Tech Name: Chris, Phone# (b) (6)

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## **Description**

I received a call from someone who said they were an "agent" for AT&T (my internet provider) and that he was instructed to call me to "make repairs" on my computer. After he "took over" my computer remotely, he said I could hang up & he would call me when the work was done. I called AT&T immediately to ask about this and was told that ATT NEVER calls customers about such issues. The ATT Tech immediately began work to STOP this person from doing any more "work" on my computer and restoring it to its original condition. The scammer showed me convincing items to "prove" that other people were using my computer w/o my knowledge. He began working on my computer, then told me I could hang up my phone and he would call me back when he was done. I got suspicious and called ATT to ask if they were working on any problems and was told that ATT never contacts customers about "detected" computer problems. When I told him what had happened, he immediately began working on "deleting" what this scammer had done and restoring my computer, deleting any possible viruses, malware, or Trojan horses that could have been installed by the scammer.

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**Ticket: # 1048153 - internet scam**

**Date:** 6/21/2016 5:08:06 PM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** Solid Techies, Phone # (b) (6) (located In Montreal, Canada As Per One Of The Agents I Spoke With)

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## **Description**

On 3/13/2016 I got a call from a company called Solid Techies. They wanted to "repair" my computer. After I realized this was a scam, I stopped payment of their bill for \$336.00, billed to my charge card. charge card company found that it was fraudulent and refused to pay me. They then began to "harass" me with phone calls daily, more than 2-3 times a day using "Unknown" and "no name" on my caller id. To "get even" with me, they then deleted my computer log in. Finally, I called the Maker of my computer, and because it was under warranty, I was able to ship it back to their factory for repair.

Basically, this company destroyed my computer. It took the company nearly two months before I got it back. The repair slips indicated that many, many parts were rebuilt or replaced.



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**Ticket: # 1048190 - internet scam**

**Date:** 6/21/2016 5:18:36 PM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** Core It Resolve

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## **Description**

On 3/13/2016 I got a call from a company called Solid Techies. They wanted to "repair" my computer. After I realized this was a scam, I stopped payment of their bill for \$336.00, billed to my charge card. charge card company found that it was fraudulent and refused to pay me. They then began to "harass" me with phone calls daily, more than 2-3 times a day using "Unknown" and "no name" on my caller id. To "get even" with me, they then deleted my computer log in. Finally, I called the Maker of my computer, and because it was under warranty, I was able to ship it back to their factory for repair.

Basically, this company destroyed my computer. It took the company nearly two months before I got it back. The repair slips indicated that many, many parts were rebuilt or replaced.

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**Ticket: # 1048243 - internet scam**

**Date:** 6/21/2016 5:41:31 PM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** Solid Techies

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## **Description**

A note to previously filed complaint against "Solid Techies" I got three phone calls today from the same number: (b) (6) at 4:16pm EST, 4:23pm. and 4:32 pm, copying a similar pattern this company has used in the past to contact me. The first two times, no one answered, so I hung up, the third time, a man answered and said he was a computer representative who had "helped" me in the past, I recognized his voice as sounding like someone I had spoken with before from "solid techies". I AM IN FEAR of this company, because I KNOW what they did to my computer before, and I'm afraid they will try it again! Please investigate this company FIRST, since they are the ones who have done the most damage o my computer! I apologize for so many reports of computer scams. You'd think I'd have learned my lesson by now but I know I have avoided more than one attempt to scam me, but some of these low lifes have created new ways to fool vulnerable people.

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**Ticket: # 1048712 - DSL**

**Date:** 6/21/2016 10:49:47 PM

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

**Company Complaining About:** AT&T

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## **Description**

I have been complaining to ATT for several years about the bad service I receive. I pay for DSL service but get very spotty internet. I am a senior network engineer. I can tell from several applications what is happening on my wire. The number of dropped packets varies during the day from 1.5% to 16%. This is aggregated over what ever time i choose. The ping server is google.com the average ms time is 15-20 this last week that has gone up to 30-150. I also ping yahoo.com.

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**Ticket: # 1048845 - VIOLATIONS OF CODE IN RESIDENTIAL NEIGHBORHOOD**

**Date:** 6/22/2016 7:38:03 AM

**City/State/Zip:** Martinez, Georgia 30907

**Company Complaining About:** AT&T

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### **Description**

DEAR FCC - MY NAME IS RUSSELL CARLTON HALL AND I AM HAVING AN ISSUE WITH SOMEONE VIOLATING CODE IN A RESIDENTIAL NEIGHBORHOOD. MY ADDRESS IS (b) [REDACTED] MARTINEZ GEORGIA 30907 (WHICH IS IN AUGUSTA GEORGIA). THE (b) (6) REASON FOR THIS EMAIL IS THAT SOMEONE IS USING HIGH POWERED WIRELESS BROADCAST EQUIPMENT AND HAVE CREATED A POWERFUL BUBBLE OR FIELD AROUND MY HOME. THIS IS ILLEGAL. WHAT I WOULD LIKE TO REQUEST IS THAT YOU SEND A TECHNICIAN OR INSPECTOR TO MY HOME TO CONDUCT TESTS TO INVESTIGATE A POSSIBLE VIOLATION AND ALSO TO ENFORCE THE REQUIREMENTS OF THAT STATE. PLEASE HELP ME LOCATE THE SOURCE OF THIS VIOLATION- SHUT DOWN ANY UNLAWFUL ACTION AND BRING THE RESPONSIBLE PARTIES TO LEGAL ACTION. IF YOU NEED TO CONTACT ME PLEASE CALL ME AT 1-706-726-1755 AND IF I AM UNAVAILABLE, PLEASE LEAVE A MESSAGE AND I WILL RETURN YOUR CALL. THANK YOU FOR YOUR ASSISTANCE. YOU CAN ALSO EMAIL ME AT (b) (6) [REDACTED]

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**Ticket: # 1048976 - windows up grade on my home computer**

**Date:** 6/22/2016 9:32:25 AM

**City/State/Zip:** Dania, Florida 33004

**Company Complaining About:** Windows

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### **Description**

i keep getting pop ups on my home computer to upgrade to WINDOWS which i have no interest in doing. I can not find out how to delete the sites or a way to contact them regarding this issue,even though i have clicked the red x

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**Ticket: # 1059948 - Internet problems**

**Date:** 6/28/2016 5:34:57 PM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

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### **Description**

I have been out of Verizon dsl internet several times a month now , for multiple months, with no credits given unless I call in every month to ask for it.

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**Ticket: # 1049363 - Constant interruptions/disconnects**

**Date:** 6/22/2016 12:03:34 PM

**City/State/Zip:** Phoenix, Arizona 85050-7343

**Company Complaining About:** Cox

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## **Description**

We have to reset our internet connection up to 10X per day with COX As out ISP. Whenever there is a COX Service vehicle in our neighborhood, we can guarantee a Internet disruption. We use VOIP for our phone service; these service interruptions shut off our phone service. We are 71 and 67 years old; if a medical emergency occurs and we don't have phone connection, we will die!

Most of my neighbors think this is COX way of making us upgrade to their Giga-Blast Internet service. Too expensive for retirees.

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**Ticket: # 1049645 - Time warner cable**

**Date:** 6/22/2016 1:38:14 PM

**City/State/Zip:** Bridge City, Texas 77611

**Company Complaining About:** Time Warner

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### **Description**

There problem with my service with my internet where they don't fix the jitter , lab and slowing the Internet I pay for with my loyalty to them



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**Ticket: # 1049847 - Horrible Internet Service and Customer Service**

**Date:** 6/22/2016 2:38:40 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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## **Description**

Ever since we set up the service on the 7th of June, we have been having connection issues with the internet and cable. We have called technicians and the 2nd technician that came out to rewire everything stated that since the service was good, he could not do anything and that it was Comcast's problem (not knowing that Comcast contracts out).

I called Comcast back but they cannot get another rewire technician out until July 5th which is 2 weeks from now. I have an online business and I cannot make money if I do not have the Internet.

I called to cancel services and they said that I have to send all of the equipment back but the technician who came and set it up drilled into my walls for the Home Security system. How am I supposed to get those things off? The customer service representative also gave me a disconnected number to call to get help with de-installing the equipment or they will charge me to have a technician come out.

I have never been through this much run around in my life dealing with a company. On top of all that they said that they will bill me with the dates that I have used but I have not been able to use the service on a consistent basis. Every day I have to unplug and plug the modem back up every 30 minutes (not exaggerating) and I cannot do business like that and sometimes it stays offline for hours.

I have tried to get my case escalated but the customer service representative that I spoke with said she escalated it but when I called back this morning, they said nothing was ever placed.

I should not have to pay for services that I could not use and for a technician to come out to un-drill their equipment.

---

**Ticket: # 1049928 - xfinity popup ad**

**Date:** 6/22/2016 2:56:21 PM

**City/State/Zip:** Laredo, Texas 78043

**Company Complaining About:** Comcast

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## **Description**

adware...

1. popup window ad for xfinity repeatedly occurs.
  2. My wifi network is switched to xfinity even though I am not an xfinity customer.
- This is out and out malware!

---

**Ticket: # 1050171 - At approx 11:59 a.m. when I heard of the sit-in on CNN I ran to my computer to tweet my support and it immediately crashed...**

**Date:** 6/22/2016 4:08:46 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Time Warner

---

## **Description**

At approx 11:59 a.m. when I heard of the sit-in on CNN I ran to my computer to tweet my support and it immediately crashed... It took me several minutes to get it back up... I have TWC but I believe these attacks are done by someone in close proximity to my location using some kind of devise that is blocking my signal or they have put a server between my computer and TWC... Either way, My constitutional rights - the right of freedom of speech had been violated... the minute the senate sit-in started I tried to respond with my support via twitter and they blocked it by making it appear that I had forgot my password... When I tried to get my password I was prevented from getting a new for 60 minutes... I believe someone close to my location has hacked my connection...

---

**Ticket: # 1050220 - Inadequate response time for loss of service**

**Date:** 6/22/2016 4:27:29 PM

**City/State/Zip:** Port Royal, South Carolina 29935

**Company Complaining About:** Centurylink

---

**Description**

I contacted CenturyLink regarding the loss of residential DSL service and scheduled to have a technician come out and perform service sometime between 7 am and 8 pm 22 June 2016. At this point I had been without service for three days. I called this morning to check the status of the trouble call and was informed that because of over-booking I was pushed back a day, making my new service date 23 June. I was in no way notified of the schedule change, when I scheduled the service I left my phone number, the customer service personnel read it back, there's no doubt that they had it so why was I not notified.

I MUST have internet service, my husband & I are both continuing our education on-line & my employer requires it. What's worse is that I made myself available for 11 hours (which is an absurd amount of time) so that I could be there should the technician need to gain access to my residence. I took a day of leave, on top of the time that I've already lost and still NOTHING has been done.

I do not want to continue to contribute financially to a company that isn't interest in servicing their customers needs or respecting their time. I keep hearing that I am "contractually obligated" (which is ironic because two weeks ago I was informed that my bill doubled because my contract expired and I made it EXPICTLY clear that I would not sign a contract both when beginning service and on 26 May 2016 when I spoke with personnel regarding billing issues) but contractual obligation swings both ways. I am constantly fighting with CenturyLink and something must be done. If they're doing this to one person I'm willing to wager they're doing it to thousands of others.

---

**Ticket: # 1050269 - internet hacking of personal passwords for different Internet sites**

**Date:** 6/22/2016 4:40:52 PM

**City/State/Zip:** Los Angeles, California 90015

---

### **Description**

My name is Jacob Rey Jacobo

I am currently at the Los Angeles public library and I can hear the head librarian, the IT person named David along with the Los Angeles police chief talking about how they can control my life and everything I do even on the internet just because I inherited a very large sum of money and properties but that does not give them the right to interfere with my use of the internet.

---

**Ticket: # 1050765 - Unsolicited emails**

**Date:** 6/22/2016 8:03:32 PM

**City/State/Zip:** Las Vegas, Nevada 89193

**Company Complaining About:** Cox

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### **Description**

I get multiple emails from a marketing company for industry lists. I have requested multiple times to have my email removed, and they keep emailing me.

---

Ticket: # 1050917 - Re: [FCC Complaints] Re: Re: Request updated: Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY

**Date:** 6/22/2016 9:30:32 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

---

## Description

This is a follow-up to your previous request #851255 "Re: Request updated: Re: Re..."

YOUTUBE.....DON THEKICKASSTI FOR PROOF IM IN CALIFORNIA!

KICKASS!

t #787403 (<https://consumercomplaints.fcc.gov/hc/requests/787403>)

---

**Ticket: # 1050964 - Broadband and WiFi Jamming****Date:** 6/22/2016 10:03:42 PM**City/State/Zip:** Indianapolis, Indiana 46219**Company Complaining About:** AT&T

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**Description**

The Charlotte Convention Center in Charlotte, NC is blocking AT&T broadband access during the Heroes Comic Con. We had working AT&T broadband on both our iPhone 6S and our iPad Pro right until the Exhibit Hall opened for business each day of the convention, at which point it lost signal, at times giving NoService. Because we had experienced similar problems the previous year, we had acquired a Sprint hotspot (since Sprint is one of the carriers that is supposed to have a tower within the convention center and get reliable service). However, we discovered that the iPhone would intermittently lose the WiFi signal and I would have to reconnect it. I also had considerable difficulty maintaining a connection with a Bluetooth device I had paired with the iPhone, something I have never experienced at any other location. All of this is strong evidence of some kind of active interference, especially since other vendors told me they were also having problems they'd never experienced at other shows.



---

**Ticket: # 1051073 - Constant Service interruptions****Date:** 6/23/2016 12:47:25 AM**City/State/Zip:** Tarentum, Pennsylvania 15084**Company Complaining About:** Comcast

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**Description**

I continue to get constant service interruptions with my comcast internet service. First most when I call the call center is designed to never let me talk to an agent. When I try to it routs me to a different agent or hangs up on me. Second of all with my phone number when I go to pay my bill by phone it pays my neighbors comcast bill. So I have to use my account number and type it in. When I do, it will typically say I typed in the wrong number every time. Third, I pay \$90 a month and I have constant service interruptions with comcast. It is hit or miss whether I can use my internet. I am constantly feeling like I am paying for a service that does not ever work and my region is comcast locked. Lastly, my bill is only suppose to be \$70 dollars a month and they keep charging me \$90 dollars in fees to process my bill. Every service I use that auto deducts money does not charge me an extra 20 dollars to process my bills. Most of them do not charge at all.

---

**Ticket: # 1051095 - Internet outages**

**Date:** 6/23/2016 1:21:52 AM

**City/State/Zip:** Staunton, Illinois 62088

**Company Complaining About:** Madison Communications.

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## **Description**

The internet service provided by Madison Communications has not always been the greatest, and lately (last 6 months) we have experienced so many outages, it's hard to get work completed. Our Service is so spotty we never know if we will be able to get online and complete anything so we often use our phones data. Madison does not admit there are any issues with service.

---

**Ticket: # 1107731 - Multiline Issues****Date:** 7/27/2016 10:51:45 PM**City/State/Zip:** Killen, Alabama 35645**Company Complaining About:** Multiline Cable

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**Description**

I had Multiline for my Internet, TV, and phone service. Recently, starting on the 14th we started having issues with the internet being out. Since the 14th we have only had it on for four days. We have had an ENTIRE service outage since July 22nd. The main reason I decided to write this was because of the way the situation was handled. I was left without service and led to believe that it was going to be fixed. Then I get a call from Multiline today, July 27th, telling me all of my services are going to be discontinued at the end of July, 4 days away..Not that it matters because it is all out anyway. I think this is very unprofessional. In the business world you give someone 2 weeks notice...that is enough time to let the customer find another provider. I don't think I should have to pay another bill at all, if anything I should get a credit. I paid up through July 11th. Ever since then I have had service outages. Anyway, it is really sad. Multiline almost had it right. It seemed like things were going in the right direction. The Facebook page they setup that provided updates was useful...then they stopped updating on there. That reduces call volumes when people know what is going on...it is disturbing that you would give up on this area when it was so close to being fixed properly. You have to invest in your company to get back. Oh well. I had already setup an AT&T U-verse order before I was even told about our service being discontinued because of the shoddy customer service and handling of the situation. Unfortunately, we will have to go without service for awhile until everything gets processed. Oh Well.

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**Ticket: # 1051545 - Intermittent service**

**Date:** 6/23/2016 11:56:40 AM

**City/State/Zip:** Lake Wales, Florida 33898

**Company Complaining About:** Comcast

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## **Description**

Comcast customer. Internet broadband service cuts off for a few seconds greatly disrupting my online activities. I had Comcast check lines and modem, no results. Checked forums, found this is a common problem.

---

**Ticket:** # 1055961 - msn keeps locking me,

**Date:** 6/26/2016 2:11:36 PM

**City/State/Zip:** Ashland, New Hampshire 03217

**Company Complaining About:** Time Warner

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### **Description**

msn keeps locking me, because I refuse to take windows 10, it happens quiet often and my subscriber is not the problem/

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**Ticket: # 1051749 - internet/verizonwierless**

**Date:** 6/23/2016 1:10:36 PM

**City/State/Zip:** Livingston, Tennessee 38570

**Company Complaining About:** Verizon Wireless

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### **Description**

Verizon told me to buy jetpack to get better connection and now they say iam in a extended area after I have paid there several thousands dollars over two year period,now they have said why don't I get another internet company

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**Ticket: # 1052375 - Comcast Internet horror**

**Date:** 6/23/2016 4:17:56 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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**Description**

Called Thursday June 16th and just service said there was a block out in area that should be resolved in 3 hours. NEVER HAPPENED.

Called back Friday June 17th and the customer service now says that my modem or router is bad and thats why I am having issues. BULL SHIT! Called the modem company who explained to me that Comcast has disconued use of their modem . He helped me check the power coming to my computer by entering my IP address and it showed:

Signal levels are not in range to communicate to server

signal to noise is 27-29 n should be 35 or higher

down stream power level is too low at -20 and should be loser to positive.

upstream power is at 54 and should be 45 or less.

So I called back COMCAST once again on June 17th and spoke to a supervisor Joe who said he would have a techiniton come out to me after I specifically explained the issue twice to him.

Saturday June 18th - the technician showed up but he did not know ho to fix the issue and said it was a maintenance issue. He requested maintanance to come out that day or next, but one did. He installed a wire from the box on the road through my garage to get insufficient internet while I waited for Maintenance!

Monday June 20 I made another call to Comcast who said a tech was coming 5-7pm. So the technician comes out who again does not know how to do this and made another request to maintenance who was supposed to come out again. The first maintenance request was cancelled for some reason.

He also gave me his supervisor number to call the next day to assist me.

The supervisors name is Harry Valle who I not only called several time and left voice messages and text messages between June 21-23 and to date has not return any of my calls.

June 23 called compacts again and spoke to a Chenoa 10am who claimed she was a supervisor and said she assured me someone would call me. she also gave me her extension that did not even work when I had to call back at 3:30.

Called again June 23rd and spoke to a John another tech supervisor who I spent another 30 min with and waiting to figure out the issue.

So after 7/8 phone calls and hours of time spent on the phone and a week later. I am still waiting for maintenance to come fix my power supply issue and the wire outside is still on my driveway through my garage!!!

What is this service that i am spending all this money on???

---

**Ticket: # 1051803 - internet intermittently down still**

**Date:** 6/23/2016 1:26:50 PM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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## **Description**

this is my second complaint filed about the same issue, my internet is intermittently down from a few minutes up to an hour at a time, sometimes resetting the router works but other times it does not reconnect after restarting or power cycling the router. previously it was happening more often and has subsided some, but is still intermittently down a few times a day. it usually is not down for more than 10 minutes but at times is up to about an hour.



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**Ticket: # 1052175 - Cell phone**

**Date:** 6/23/2016 3:17:58 PM

**City/State/Zip:** Chicago, Illinois 69651

**Company Complaining About:** Tmobile

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## **Description**

I had upgraded my phone last year to a Samsung Note 5 and from day one I have had issue, Bad service and merchandise the Samsung Note five would not stream and calls where disconnected. I have been havin now the same issue with the IphonePus 6 Iam tired of complaining to the company and on the phone and has no result, they are stealing customers money by charging over price on monthly phone bills and \$\$high price phones that do not work to standard and yet the Company Tmobile does nothing about resolving issues, it took Tmobile 6 months even to credit a tablet monthly fee that was suppose to be waived if I upgraded!

---

## Ticket: # 1052185 - Comcast Customer Support

**Date:** 6/23/2016 3:19:56 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19128

**Company Complaining About:** Comcast

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### Description

I will be filing a complaint with the FCC due to the complete lack of acceptable customer service I have received. I received my self-install kit on Saturday 6/18/16. I got the internet up and running although the speeds were half of what was purchased. The cable TV did not work. As father's day was the next day I called customer support on Monday evening.

Monday Call with customer support:

- The automated voice that picks up the phone could not get me to the correct department and would not let me transfer to a real person. I kept asking for a customer service representative and the automated voice would just ask another question.
- The two tech support gentlemen I spoke with were fantastic. Internet speeds were fixed but the cable could not be fixed. A Tech was scheduled to come out Wednesday 6/22/16.

Wednesday Tech Visit.

- The Technician arrived not knowing what was even broken.
- He was able to fix the cable tv but in the process broke the internet.
- I called customer support to get help troubleshooting and the tech I spoke with had such broken and slow English I could not understand what was wrong.
- I was transferred to customer support to make an apt for another onsite technician.
- The CSR rep transferred me back to Tech support.
- Tech support tried to fix the issue again and would not transfer me back to customer support until I demanded to talk to them
- The last CSR rep I spoke with told me a supervisor would be calling me back within two hours.
- o I did not receive a call until 2pm Thursday.
- The CSR rep I spoke with also scheduled a tech to come on site from 4-7pm

Thursday:

- I received a call confirming my appointment for 1-4pm the incorrect time.
  - I called cancelation because I was so frustrated and wanted to cancel. The rep tried hard to help keep my business and said he would make a request for the correct time but ultimately was unable to get a tech for the proper time.
  - I called cancellation again with the intent to cancel and the rep again would not let me cancel my service. She tried to trouble shoot my internet and told me my modem was "end of life" and needed to be replaced. This was incorrect, which she determined after placing me on a 10 minute hold.
  - The rep was able to schedule me for an appointment on Sunday 6/26/16 from 11-1.
  - At 2:12pm "Camille" a Corporate Region Supervisor called to tell me my technician was coming between 4-7pm, which I was no longer able to be home for. I was unable to take the call and she did not leave her last name or ID number on the message.
  - I tried to call again to figure out what on earth is going on and there was no way to look up "Camille". I asked the rep to make sure the 4-7 was cancelled and to keep the Sunday appointment. I would cancel my Comcast service but unfortunately Verizon would not be a great secondary option. I am stuck in the monopoly web that is Comcast. I will never recommend their service to anyone.
- EVER.



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[Ticket: # 1052533 - Unsubscribe features do not work](#)

**Date:** 6/23/2016 5:12:23 PM

**City/State/Zip:** Cameron Park, California 95682

**Company Complaining About:** Morglub

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## **Description**

morglub sending e-mails where the unsubscribe feature does not work. I believe this is intentional.

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**Ticket: # 1052660 - Hughes net**

**Date:** 6/23/2016 6:16:30 PM

**City/State/Zip:** Mt Pleasant, Texas 75455

**Company Complaining About:** Hughes Net

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### **Description**

Hugh's net has a payment reminder that locks up your internet. You can remove it but it appears seconds later. They have the right to disconnect me if they wish but they should not be able to lock up your internet

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**Ticket: # 1052972 - WiFi Interference**

**Date:** 6/23/2016 9:23:54 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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**Description**

We operate two networks in our house, one a 2.4 GHz the other at 5.0 GHz. We use a Sprint Pocket WiFi for both internet connectivity and wireless routing. Recently the 2.4 GHz segment began performing erratically.

Recently Xfinity WiFi started showing up as a strong signal when we select which network to use. Sometime the Xfinity WiFi network will even bump a user off our personal network and take the connection.

How can I fix this?

Thanks,

(b) (6)

[REDACTED]

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**Ticket: # 1053092 - AT&T Service - Internet and Uverse**

**Date:** 6/24/2016 1:12:39 AM

**City/State/Zip:** Richardson, Texas 75080

**Company Complaining About:** AT&T

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## **Description**

Over the past year I have repeatedly had issues with AT&T Internet and Uverse service. Techs have come out

numerous times to "fix" the issues but there has been no resolution. By

what I have been told by AT&T it is

the fiber optics in areas of Richardson, TX. If AT&T can not

provide adequate service they should not be allowed to be a service provider in Richardson.

---

**Ticket: # 1053364 - internet outages**

**Date:** 6/24/2016 11:00:36 AM

**City/State/Zip:** Evans, Georgia 30809

**Company Complaining About:** Comcast

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## **Description**

I work from home and my husband works from home and we have web-based businesses so internet is vital to our success. We started having problems with the internet and Comcast said we needed a broader band width, so we upgraded service and price. We traded in the old modem/router and got a new one from Comcast to ensure compatibility. That worked fine for a few months and now the internet is inconsistent at best. It is usually off in the mornings and evenings and off-and-on during the day. Customer Service asks us to go through the list of useless troubleshooting only to schedule a technician to come out in 3 to 5 days to check the lines. There is nothing wrong with the lines or equipment but they refuse to address their issues.



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**Ticket: # 1090081 - privacy**

**Date:** 7/18/2016 1:08:58 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

---

**Description**

8910 Dartmoor Way

cc

ProSouct and here at CC golf gated HUD nad big litt towna nd outh

jersey and i dont know you dont suck ..?

---

[Ticket: # 1087699 - Privacy and civil and individual and us constitutional rights...](#)

**Date:** 7/15/2016 5:42:25 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

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## **Description**

8910 Dartmoor Way

cc

and FDU career service computer hacked front door wiretapping wiretappers ..OUCH!

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**Ticket: # 1054023 - Tamiliptv Service ([www.tamiliptv.tv](http://www.tamiliptv.tv))**

**Date:** 6/24/2016 2:48:50 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** [Www.tamiliptv.tv](http://Www.tamiliptv.tv)

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## **Description**

I signed up for Tamiliptv ([www.Tamiliptv.tv](http://www.Tamiliptv.tv)) monthly subscription for Tamil Platinum Package (\$25/Month) for internet streaming of television channels in Tamil (Indian language). I have been having streaming issues (the promised channels not streaming or interrupted after few second of playing). I have contacted the customer service within a day of signing up for the package explaining my issues and was offered some suggestions to try (disabling my firewall and purchasing a new internet streaming device (Roku 3)). I tried the solution as suggested and I still had the same issue. I have made sure that the issues in not coming from the internet connection (Comcast Xfinity) or devices (Wireless modem, Router, Roku TV box). After the failed attempts to reach them through phone (The numbers listed on their website) I submitted a query (Through their website) expressing my dissatisfaction with the service and requested a refund (Full or Partial). I haven't neither received an acknowledgement of my complaint nor an reply to my query. My attempts to reach them through phone to get my refund has been fruitless. I would like FCC to investigate the above mentioned streaming service as I now even doubt their legality (some of the channels seems to be streaming from a set top box located in India with out permission from the broadcaster) and help me avail the refund I am entitled.

---

**Ticket: # 1054146 - Fraud ulent use of Internet**

**Date:** 6/24/2016 3:25:09 PM

**City/State/Zip:** Coos Bay, Oregon 97420

**Company Complaining About:** Circle Internet Financial, Inc., Boston, Massachusetts

---

## **Description**

I needed to get security for my computer. I looked up AVG on line and found a phone number, dialed and was connected to a 'representative'. I gave him basic information such as name, e-mail address, credit card number, etc. then sold me a 'policy' for \$ (actually \$ 258 was charged) this included 1 year support and 2 years of security service. He took over my computer to do the installation. They charged \$ 248 to my credit card. I asked if they would provide a receipt when they were finished and he said 'yes'. Nobody worked on my computer during the 45 minutes it would take. Eventually a receipt was sent via e-mail. It did not say AVG; it was from "Circle". That was odd, so I called my credit card company and we cancelled my number and they sent a new card. After much investigation I found that the money was transferred to a company called "Circle Internet Financial, Inc." PH: (b) (6). When I called them I could only leave a message, but they have not called me back. Somebody is pretending to be AVG, with the information I gave them, they set up an account with Circle 'for me' which allowed them to transfer the money from my credit card company because Circle is in the business of transferring money. I can't talk to them at Circle because they won't answer the phone. How can I get this resolved??

---

**Ticket: # 1054171 - Non-working internet**

**Date:** 6/24/2016 3:33:27 PM

**City/State/Zip:** Staunton, Illinois 62088

**Company Complaining About:** Madison Telco

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## **Description**

Madison Telco constantly has Internet outages and has a complete monopoly in our town we have no other choice besides them so their service is horrible and they don't have to do anything about it. I have had their service for 8 years now because there are no other choices I have the highest price package and hardly ever have service at all. I went for a month without service and the only credit they gave me was \$2.40 off my bill and they knew for sure I didn't have service because they had to come and replace a whole line which took them a month to do. They are a horrible company with horrible service and customer service and this monopoly needs to be shut down.

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**Ticket: # 1054690 - 2005 Bush Administration Investigation**

**Date:** 6/24/2016 7:11:16 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I'm drying my turtleneck right now. The turtleneck is a light piece of clothing I wear , which I'm able to wear on summer months as well.

The dryer is drying the clothing quickly. I placed repeated calls to Homeland Security Washington last year, during the summer months, about the media tampering with the dryer to my apartment, tampering with the utilities, within my view harassment.

Could the federal government address the surveillance.

---

**Ticket: # 1054516 - Verizon FIOS Down, VERIZON does not honor sheduled service appointment**

**Date:** 6/24/2016 5:46:05 PM

**City/State/Zip:** Owings Mills, Maryland 21117

**Company Complaining About:** Verizon

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## **Description**

Hello,

I have a business account with VERIZON at my home. On June 22 my business Internet went down and I called Verizon to schedule technician to repair the service. I was given the following repair Date and Tiecket#:

Ticket number: MDDQ0KS8LC

Repair date: Friday June 24, 2016

Arrival time: 8am - 12pm

Technician did not show up for scheduled repair and no-one from Verizon called. I called Verizon multiple times after 12pm today, spoke with: (b) (6) and other people. All of them were given me different stories, but refused to connect to a supervisor or get a technician to fix the problem as was scheduled. The service is still down, and no new appointment date from Verizon.

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**Ticket: # 1054695 - XM Sirius**

**Date:** 6/24/2016 7:16:20 PM

**City/State/Zip:** Fort Myers Beach, Florida 33931

**Company Complaining About:** Xm Sirius

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## **Description**

I have complained previously. I am accumulating a library of accessing XM then changing channels with harassment following to each new channel from mob XM mind reader harassment linked to local harassment here in Fort Myers Beach.

The current problem: XM manager causes short circuit noises on the entry channel. I assume these noises are public not specific to the channel into my receiver.

This is similar to hollering fire in a theatre.

The was an episode this morning around 7:45-8AM on channels 30-33. The manager said DRAT.

I checked the wiring, looks OK. The system is Kenworth. When an electrical problem occurs, the system shuts down issuing a message on the problem via the tuner display.

My former email is/was d(b) (6)

(b) (6)



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**Ticket: # 1054715 - Failure to provide contractually obligated service**

**Date:** 6/24/2016 7:30:48 PM

**City/State/Zip:** Plymouth, Massachusetts 02360

**Company Complaining About:** Verizon

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## **Description**

For two years now, the wireless internet service that my household is supposed to be provided has been poor and irregular. The internet will fail to work for extended periods of time, which interferes with schoolwork, entertainment, jobs, etc. Several times Verizon has been contacted, and each time they did very little to properly investigate the situation. The only major thing they did was send a new router, which did nothing to solve the issue, and seems to have actually made it worse. Despite the fact that the bill is always paid, and they claim there is nothing wrong, there very clearly is, and they simply refuse to do anything about it. This issue has caused myself and my family unnecessary stress, and we are spending money, only to receive less than the agreed terms.

---

**Ticket: # 1054741 - Comcast Refusing To Provide Service**

**Date:** 6/24/2016 7:40:39 PM

**City/State/Zip:** Colorado Springs, Colorado 80923

**Company Complaining About:** Comcast

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**Description**

I use COMcast as my internet and security. MY alarm went off for 28 minutes today before a neighbor called me, alerting me of my alarm. Comcast never contacted me nor did the monitoring company. Upon calling I had to wait 11 minutes to talk to a person, and they could not tell me anything about my security system.

I agreed to a 1 year contract for Comcast to provide me monitoring service, however the monitoring company told me 3 times that they cannot actually monitor the security system or sensors, and currently they could not connect to my security alarm.

This is the 7th time this has happened and is causing me to lose work hours to respond by myself since they are refusing to provide the service I agreed to.

Additionally they have installed the system to "Fail positive" if a sensor fails, meaning I'd never know it was not working - for example, if my door sensor fails and the door is kicked open, it would think the door is still closed.

This provides me zero protection and today I had an intruder inside my house for at least 10 minutes without the security alarm going off (according to comcast the alarm never attempted to contact them).

They also refused to continue my call and hung up on me as I was attempting to get them to call the police to respond since I was at work.

Lastly, they asked me to use the app on my phone first, however it always shows the same status regardless of actual status - unarmed and all sensors closed, even when the alarm is armed or sensors are opened.

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**Ticket: # 1066509 - Scam**

**Date:** 7/2/2016 11:51:50 AM

**City/State/Zip:** Denver, Colorado 80224-2707

**Company Complaining About:** Comcast

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## **Description**

Yesterday my computer froze with a warning to call 8(b) (6). I called, heard music, a young man answering "How can I help you?" I told him (falsely) that I had contacted Interpol who were tracing the call and were going to arrest him for computer fraud. He sounded like a life-long American.

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**Ticket: # 1054849 - Spam from Sean Hannity**

**Date:** 6/24/2016 9:14:29 PM

**City/State/Zip:** Orlando, Florida 32810

**Company Complaining About:** Bright House

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## **Description**

Please help me. I did NOT sign up for emails from the Sean Hannity show (www.hannity.com). I get daily emails now that I DO NOT want. I have tried clicking the "unsubscribe" button on the email, but it takes me to a page on the Sean Hannity website that NEVER loads and DOES NOT remove my email from their mailing list. Furthermore, I have gone to his site and placed MANY requests to remove my name and email. I have never received a response. I believe this is wrong. It has been going on a long time. I would like to lodge a personal complaint against this website--they are unethically using my email. Thank you.

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**Ticket: # 1054905 - Loss and interruption of Frontier Internet Service****Date:** 6/24/2016 10:17:08 PM**City/State/Zip:** Wellsboro, Pennsylvania 16901**Company Complaining About:** Frontier Communications

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**Description**

Frontier provides us with internet service. We have hourly interruptions and total loss of service. Outages last for minutes to hours at a time. We have contacted Frontier on several occasions to no avail. We are told the problem is internal and check our computer. We use three computers and all three have the same issues. On occasion Frontier sends a technician and are told the problem is external due to broken wires or a general lack of capacity. The technician makes some adjustment and the internet works for a while and the same problem returns.

We are totally disappointed with Frontier's service and responses. In particular, we are upset that we pay for services which we do not receive.

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**Ticket: # 1054917 - FIOS service Issues**

**Date:** 6/24/2016 10:31:34 PM

**City/State/Zip:** Crescent, Pennsylvania 15046

**Company Complaining About:** Verizon

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**Description**

My complaint against Verizon FIOS Service is many and affects all three services I receive; TV, Phone and Internet. The service I use most is Internet and your titles are limited so rather than file 3 individual complaints I've combined all 3 into this complaint. I feel what is wrong with my service is a direct result as to why all 3 services do not function properly. I stay with FIOS because they are the Monopoly in my area and I HAVE NO OTHER OPTIONS.

TV:

Almost every program I DVR shows some from of Pixelation, typically multiple times per program, due to poor quality of service provided. Almost every TV Program I watch has some form of Pixelation. The days vary and some days are better than others but the good days are few and far between. In 365 days maybe 30 are Pixelation free, and that is probably an over estimate; I'm trying to be nice.

I've filed several complaints and had many different Techs, high level Techs and Regional Managers to my apartment to show them what is happening. They run tests with meters and try and blame my personal equipment such as my TV; which it's not because it happens to their equipment that they bring as well.

My sister also has FIOS, she lives in a richer neighborhood and has less of a service Plan than me as I have 25 Megs up and down while she only has 15 Megs down and 5 Megs up. Ever since Dec, 2007, I've watched many programs at her place and in as many years I have yet to catch a SINGLE PIXELATION at her place, as in not one time EVER. I've ask her and her 4 kids if they ever noticed any Pixelation while watching TV. They did not know what it was so I explained, and not one time is as long as they could remember has that ever happened.

Pixelation as you may already know, is when the TV Program you are watching all of a sudden breaks into little squares either in lines or the entire picture breaks up. This happens to me almost daily and forget about watching LIVE TV, the Pixelation is so bad it's almost unwatchable. Granted over the recent years, and many changes to my FIOS Equipment, it's gotten better but it still constantly happens.

My TV Service is the Ultimate HD, with over 300 Channels and every popular Pay channel like HBO and Showtime. No Soft Porn or Sports Packages as I don't care for Sports. I have a lifetime DVR FREE Service which FIOS is trying to FORCE ME TO UPGRADE so that I LOSE this feature.

Phone:

I use FIOS Block Number Feature and BLOCKED CALLS still come through. I've added my number to the DO NOT CALL LIST only to be CALLED RELENTLESSLY for products I do not use or did not inquire about. My phone service has a slight buzzing in the back ground. My phone will ring and when I answer the call will just drop or be forced to voice mail, much sooner than 4 rings. Many times my

voice mail does not show up for a day or two. This does not happen often, but it happens and it should not. I don't use my Phone too often but enough to know these things should not happen.

Unlimited Nation Wide Calling with several features of which I only use a few, Call Blocking and Voicemail. Sometime I use Call Forward, but probably 2 times since 2007. I know I have other features but I don't use, nor do I need them. I have a Minute Cell phone as a backup to my land line. I have a land line because the Triple Play Package is just worth the 5 extra bucks I spend each month for the phone.

Internet:

OMG where to begin? As I've stated I've had very top level Techs and Regional Managers at my apt to try and resolve these issues with TV and Internet and funny the day these Techs arrive wouldn't you know it, it's a GOOD DAY all of a sudden. Needless to say when they leave the MAGIC SERVICE SEEMS TO LEAVE WITH THEM.

The problem was found by me using trace route. My internet will just STOP for no apparent reason. Downloads take forever at times but this may not always be the fault of FIOS because if the Download Servers are only uploading 2k you will only download 2k even if you have download speeds in the megabytes level as I do. I am NOT referring to this as an issue. What I am referring to is my internet just STOPS or THROTTLES DOWN for no apparent reason.

I found the issue using Trace Route one day in 2012 when my PC just STOPPED. I quickly typed Trace Route into an open command prompt and sure enough the problem traced right to the FIOS BACK OFFICE; which is but a jump or two from my residence. Which means, because I am so close, my internet speed should be 5 times what anyone in the world has because of how close I am to the FIOS Back Office and Main Switching Servers. Once this was discovered FIOS had no choice but to FIX IT. One of the Techs gave me a number to the Back Office, so he says it was them anyways, and I called. Basically they said they will not replace a \$42,000.00 Prone Card for a SINGLE COMPLAINT.

That seemed like the truth to me so I gave up on my quest until I viewed a recent YouTube video suggesting that Filing a Complaint with the FCC should force your ISP to FIX the ISSUE at hand.

FIOS said they changed, rebooted and updated the Prone Card by my service continues to be faulty. It's gotten better, but nowhere near 100%. My service is 45% on a good day and 25% on an average day. If it was 75% you would not be reading this. Of course FIOS wants 100% PAID month after month and I guess that is how they make their money, get paid 100% for 25% service.

Trying to login to Verizon.net is a nightmare all by itself and most days it's down or does not respond right away. Login fails or locks me out from too many attempts to login. The live chat is a joke too, I end up using Google as I am sure that is what the Chat Tech is doing.

Gee, I'd be a Millionaire if I could charge someone 100% to build a DECK for them than only build 25% and call it DONE, but obviously I digress....

I've spoken with a few companies and neighbors in the area that also have FIOS and they have the same issues as me, once I describe them, and they just think that is how the Service is supposed to be. I've encouraged them to file a complaint but they won't because they don't want to make any

waves. They just want to pay their bills and get on with their lives. When I pay 100% of my Bill I EXPECT 100% server, that is only FAIR.

FIOS has NO INTENT to fix the Issue that has been traced to the Back Office by me. They only make excuses and only enforce that I pay them regardless of service. I would have perused them in court if I had the money, but that goes without saying so this is my last attempt to get my service corrected.

This is the cliff note version of what is wrong with my services as I am sure I am forgetting a few, but this is the jest of the issue. I have my Internet Router positioned so that I can see the blinking lights and at a glance I can tell if my internet has stopped because all lights will STOP BLINKING. When I am gaming or general surfing of the net, as soon as things get choppy or leggy, I look over a sure enough NO LIGHT BLINKING. I also have a picture of the original Trace Route that shows the issue but not on this computer, if you need it send me an email and I will forward that to you. I could not find quickly but know I have it on a flash drive or somewhere. I wanted to get this complaint filed to get things rolling and if that Trace Route is needed, I can provide it.



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**Ticket: # 1055071 - Hotel in Orlando blocking mobile hotspot**

**Date:** 6/25/2016 8:37:30 AM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** AT&T

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## **Description**

During a weekend spent in Orlando, FL, (June 23-27, 2016) the Wyndham Orlando Resort on International Drive continually blocked my mobile hotspot and any internet access I had on my smartphone. I contacted my cellphone carrier to see if there were any issues in my area. They ran several tests and found out the cell tower in that area was strong. As soon as I left the hotel premises to go other places, my phone's internet access returned to normal. The Wyndham Orlando Resort seems to be violating your 2015 ruling that hotels cannot block the hotspots of their guests.

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**Ticket: # 1055112 - Business account - Frontier FIOS in Texas - tech support refuses to assist and says "account suspended"**

**Date:** 6/25/2016 9:56:06 AM

**City/State/Zip:** Irving, Texas 75062

**Company Complaining About:** Frontier Communications

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## **Description**

On the night of June 24th 2016 I called technical support multiple times for troubleshooting and assistance during an outage. Technical support resources hung up on me multiple times, refused to identify themselves other than a short first name, and told me the reason for refusal was that my account was suspended and nothing could be done until customer support opened.

I verified with customer support the next morning that my account was NOT suspended and there was no reason for support to make those statements and refuse assistance.

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**Ticket: # 1055147 - Internet issues that are not getting resolved by cox**

**Date:** 6/25/2016 10:35:31 AM

**City/State/Zip:** Las Vegas, Nevada 89178

**Company Complaining About:** Cox

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## **Description**

I have been having internet issues for the past few months and when we call the support they just reset the router. We had to go and get a new router from Cox, but that did not resolve the problem. For the past three weeks, we have been having sporadic outages on the internet which affects many of our wi-fi items in our household.

We have had two techs come out and within an hour the internet is out again. We keep getting excuses but no one is helping resolve this problem. Unfortunately, Cox is our only option out in our area or I would have left two years ago.

please give us options in our area and make them accountable for their lack of service that I am paying 80.00 a month for ( this is just for internet).

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**Ticket: # 1055166 - Poor internet service**

**Date:** 6/25/2016 10:54:34 AM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast

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## **Description**

Have had service approx 2 mos. EVERY day several times a day I lose signal and can't watch Netflix which I also pay for. Have called several times and they reset signal which doesn't work. After awhile it just comes back on. I work 60 hour weeks and when I am home would like to enjoy my TV. I feel this is Comcast way of forcing me to have cable by giving me this terrible internet service which works 30% of the time I'm using it. Very unfortunate and unfair. But guess if I want to watch I HAVE to pay unreasonable fees. As I work so much I'm not home enough to justify \$150 cable bill and I live alone which is why I chose internet only and they gave me phone which has never worked.

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**Ticket: # 1055375 - Courtyard by Marriott hotel jamming cell signal**

**Date:** 6/25/2016 2:17:54 PM

**City/State/Zip:** St Louis, Missouri 63146

**Company Complaining About:** Courtyard By Marriott

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## **Description**

The Courtyard by Marriott hotel at (b) (6), 55120 has no cell phone signal inside the building and in the courtyard for at least Verizon and Sprint but in the parking lot there's 4G. This place charges you for not crippled Internet speeds and disables the HDMI ports on the TVs, so I would not be surprised if they have a jammer.

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**Ticket: # 1055430 - Microsoft windows 10**

**Date:** 6/25/2016 3:22:11 PM

**City/State/Zip:** Winnfield, Louisiana 71483

**Company Complaining About:** Hughes Net

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## **Description**

Windows 10 is auto installing on my computers with out warning and shutting down any program you are in without asking permission or giving you an opportunity to save what we are working on. This has happened on my desktop at work and home as well as my laptop.

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**Ticket: # 1055536 - False advertisement and weak signals**

**Date:** 6/25/2016 5:23:54 PM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

The wifi signal from Comcast which claims to be ultra fast and the best in the business for streaming movies, games etc., is none of the above. The signal provided from Comcast is weak and easily manipulated from cross wireless traffic via neighbors and their signal. For the amount of money paid each money to Comcast, the lack of reliability in their internet service is terrible at best. Each time we contact Comcast to address fixing the weak signal issue, they say they will be in touch as they have no idea what is causing the interference of the signal. A Comcast rep explained to me "there is nothing wrong with my device or router but it may have been corrupted due to a neighbor using a device with their wireless signal." I feel if one pays their hard earned money for a service it should work with only minor issues if any at all. This is too common an occurrence for Comcast and their customer service is just as bad as their service itself. With everything in this era being internet reliant, having a signal that doesn't allow the devices to do their usual function is just unfair. We're spending a lot of money each month for services that never work!

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**Ticket: # 1055564 - Frontier Internet Problems****Date:** 6/25/2016 6:21:15 PM**City/State/Zip:** Shingletown, California 96088-9614**Company Complaining About:** Frontier Communications

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**Description**

Intermittent or no internet at all. Unable to download or stream due to internet signal cutting in and out, sometimes off for 5 minutes at a time. Customer service has acknowledged that the problem is on their end but technicians are scheduled to come to our home but at the last minute a robocall is received stating the issue has been fixed. Maybe an hour later the internet goes down again. Back to square 1, angrily. I know we live in a rural area and I expect some inconveniences but Frontier is the ONLY game in town as we have no line of sight for dish and there is NO cable of any kind. I understand outages but we are NOT getting the respect and attention we deserve to remedy the problem. We don't want a refund, we just want what we are paying for. Frontier is not being transparent with it's customers and we are tired of it.



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**Ticket: # 1055618 - Verizon Internet issues**

**Date:** 6/25/2016 8:01:05 PM

**City/State/Zip:** Fombell, Pennsylvania 16123

**Company Complaining About:** Verizon

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## **Description**

The Verizon tech examined the wrong phone line he was working the house phone line. The slow speed and intermittent connection still exist. Please fix this issue. The number that needs work is (b) [REDACTED]

(6)

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**Ticket: # 1055641 - Pop up window Apple imposter scam**

**Date:** 6/25/2016 8:39:22 PM

**City/State/Zip:** Dallas, Texas 75151

**Company Complaining About:** AT&T

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## **Description**

I was browsing safari on iPad and my windows locked up with a message to call (b) (6) immediately to resolve issue.

They requested a \$34.95 fee plus tax after extensive warranty questions. I did give them my cc number but quickly realized this was fishy and did not complete transaction and quickly cancelled my cc. They called me back 5 times from (b) (6) but I did not answer the call. I called apple support, they confirmed it was not them and also reported to the better business bureau. Apple technician recommended I report to you as well.

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**Ticket: # 1055654 - Optimum disruption of service**

**Date:** 6/25/2016 9:00:42 PM

**City/State/Zip:** North Bellmore, New York 11710

**Company Complaining About:** Optimum

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## **Description**

Optimum determined a leak & turned off my internet service without notifying me or making any attempts to enter my home to repair it. 2 technicians were out on my block doing this & did not leave any notice or knock at front door which was open

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**Ticket: # 1055708 - Sumblity Porn**

**Date:** 6/25/2016 10:49:06 PM

**City/State/Zip:** Green Valley, Arizona 85614

**Company Complaining About:** Sublimity

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### **Description**

While trying to read articles on Washington Times filthy images of Video of Porn is being flashed on the pages

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**Ticket: # 1055712 - Filthy Ads**

**Date:** 6/25/2016 11:00:51 PM

**City/State/Zip:** Green Valley, Arizona 85614

**Company Complaining About:** Urban Joker

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**Description**

While trying to read the Washington Times on internet Urban joker flashes Porn videos on the pages.

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**Ticket: # 1055805 - Unwanted email**

**Date:** 6/26/2016 8:45:47 AM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** AT&T

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**Description**

I have attempted to unsubscribe from Highlights for Children email, that I receive daily, almost every day for 2 months. The response is that it may take up to 10 days to unsubscribe me, but 2 months is ridiculous. This is their "UNSUSCRIBE" page: [https://www2.highlights.com/email-optout?utm\\_campaign=06262016-promo-email-hp-printout-3&utm\\_source=promo&j=25927&e=d maz101@sbcglobal.net&l=464\\_HTML&u=1908468&mid=7231811&jb=955&utm\\_medium=email&esid=d maz101@sbcglobal.net](https://www2.highlights.com/email-optout?utm_campaign=06262016-promo-email-hp-printout-3&utm_source=promo&j=25927&e=d maz101@sbcglobal.net&l=464_HTML&u=1908468&mid=7231811&jb=955&utm_medium=email&esid=d maz101@sbcglobal.net)

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**Ticket: # 1055831 - Hard Network Reset Without Consent****Date:** 6/26/2016 10:06:36 AM**City/State/Zip:** Nashville, Tennessee 37208**Company Complaining About:** Comcast

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**Description**

A Comcast representative performed a remote, "hard" reset on my wireless network without my knowledge or consent. While I was speaking with the representative via Comcast's "chat support" functionality, the representative asked me to do a "hard reset" by pressing a small button on the back of my wireless unit. I told her that I would need some time to close and save various windows and documents before performing the reset. She asked me something to the effect of if I needed help performing the reset, but I was busy closing and saving things and did not see her message until later. No more than 2 minutes after her initial prompt to reset, my network went down and my unit defaulted to factory settings (i.e., without my customized username or password; the entire network had to be reset) without my pressing the reset button on my unit. Once I re-established my network, I noted that Comcast chat window indicated that the representative had already ended our session. I then received a call from the representative asking me if she had my permission to end our chat session (which, at that point, she already had). I told her that it looked like she already had done so (again, without my knowledge or consent). I then asked her twice if she had remotely performed a hard reset on my computer; she flatly ignored the question both times. I have pursued this matter with Comcast's customer service department to no avail--they have told me they are unable to explain why the reset would have occurred if I did not press the button on the unit. This type of reset had never happened before I spoke with Comcast Support and has never happened again in the 2.5 months that I have been in my apartment, so the timing of this incident seems far too coincidental to be the product of random chance. While I did not lose much information, it was troubling that Comcast (or at least its employees) would be willing to intentionally interfere with a subscriber's connection to the Internet without the subscriber's knowledge or consent.

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**Ticket: # 1055966 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 6/26/2016 2:17:18 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you click back on Homeland Security Washington's Comment line, which is been shut off a couple of months.

The Federal Bureau Of Investigations Rockville, their voicemail box is been shut off awhile.

Could you address why the Stop Street Harassment organization, their voice mail box was shut off, disconnected. I have been calling their organization for several months.

Could you please address the surveillance.



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**Ticket: # 1055972 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 6/26/2016 2:26:01 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Within the morning hours, I ate Gatorade Fuel Bars Chocolate Chip. There were members of media, which placed confrontational language around the bars, where I wasn't able to continue eating them. I'm a large lady, and I having a hard time eating health food and drinking health beverages, while the 2010 surveillance is around me.

My brother and father just began buying the bars. I needed fuel bars, being in a surveillance, and I'm struggling with the situation.

Could you close the 2010 surveillance.

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**Ticket: # 1055973 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 6/26/2016 2:29:15 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

There are members of media, which is arguing to me about green vegetables.

Could you address the surveillance.

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**Ticket: # 1056001 - EXTERNAL BUG**

**Date:** 6/26/2016 3:09:30 PM

**City/State/Zip:** Lamirada, California 90638

**Company Complaining About:** Time Warner

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**Description**

When attempting to access a Hillary Clinton website, I consistently receive a popup message "Internet Explorer has stopped working"; this is regardless of time of day or night. Contacted Microsoft and they gave explanation, "That just means that there is something with Clinton Website. It could only be it is loaded with virus or that can't load the cache."; and, "Alright, if you need further assistance with the tech, you may call (b) (6) (6/26/16 11:44 am)

This problem has been going on for months--only with Internet Explorer and only with the Hillary Clinton websites.

Any assistance will be appreciated.

Thank you.

(b) (6)

Alright, if you need further assistance with the tech, you may call 1 (b) (6)

11:45 am

(b) (6)

Please have a great day!

11:45 am

(b) (6)

Once again, thank you for choosing Microsoft and giving us the opportunity to assist you. It has been a pleasure working with you today. Have a great day.

11:45 am

System

Chat has ended.

11:45 am

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**Ticket: # 1056139 - internet bot hijacked my computer**

**Date:** 6/26/2016 6:31:08 PM

**City/State/Zip:** Arlington, Texas 76013

**Company Complaining About:** Time Warner

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## **Description**

I was researching buying a basenji dog when my computer was hijacked they give a phone number to it is 1 (b) (6). I would appreciate any assistance I can get with this matter thank you for your time

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[Ticket: # 1058482 - Unable to Log into account without endorsing presidential candidate.](#)

**Date:** 6/28/2016 8:03:14 AM

**City/State/Zip:** Holbrook, New York 11741

**Company Complaining About:** Cablevision

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## **Description**

When I go to AOL and attempt to get mail, I am forced to click on Hillary Clinton endorsement to get to my mail. The image of the woman makes me want to vomit. AOL is forcing their users to endorse the pig.

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**Ticket: # 1056216 - Drowning in irrelevant garbage constantly**

**Date:** 6/26/2016 9:07:14 PM

**City/State/Zip:** Charlotte, Maine 20842

**Company Complaining About:** Ummm... All Of Them

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## **Description**

I got on the internet first in DOS and then used UNIX to navigate with. There were no search engines, no browsers .... To mention money was against the law. You could find what you wanted.

Now the whole damn thing is a store, you go looking for anything at all like how to repair something like how to pull the top off a guitar out of 3 pages of stores I got 1 almost relevant hit.... pages and pages of parasites trying to sell stuff to you that you already have... or a book.... or irrelevant gack from YouTube. I'd like to see 1 search engine that isn't trying to sell junk, every web page is filled to the brim with commercials. It has become a rather large useless pile of garbage.

I no longer have a TV because I will not pay to have commercials delivered to me, which is what's happening here on the net.

We need an Internet without all of that... Business has to leave or have its own area, I want to find what I want without wading through their useless junk, I don't want business scratching around in my pocket . I don't want to see pages that are 1/6 content and then commercials.

As I understand it the internet is for SHARING DATA It is not a friggin store.

who decides this.... fire his/her ass and get back on the intended purpose of the net. INFORMATION But you know what? As long as someone is making money nothing will be done. If I teach 200 people and they teach 200 people how to use the same ISP account.... who makes money when the ISP's go broke?

---

**Ticket: # 1056406 - Cable and Internet going off and on**

**Date:** 6/27/2016 8:59:25 AM

**City/State/Zip:** Rome, Georgia 30161-9664

**Company Complaining About:** Comcast

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## **Description**

For the past several months, My internet and cable has been going on and off. When I call my provider, they say they are having problems in the area. After two or three days of this, it will work for a while, then it starts again. I am also not getting anywhere near the internet speed promised.

I am on a fixed income and have some health issues and cannot get out in the heat. This is the reason I have been paying \$118 a month for this service.

However, it is really getting old. I tried to watch a movie yesterday that was one hr and 45 mins, because of the intermitten service it took more like 5hrs and 45.

Either Comcast cannot fix this problem or they are not willing to spend the money to correct the problem. I suspect it is the latter.

I am totally frustrated .

---

**Ticket: # 1056616 - Unstable internet connection for entire town**

**Date:** 6/27/2016 11:02:38 AM

**City/State/Zip:** Shingletown, California 96088

**Company Complaining About:** Frontier Communications

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## **Description**

The internet connection for our small town has been unstable for over a month now with the connection dropping for several minutes randomly throughout the day. This happens a dozen times per day. They've known it's a issue affecting our area and not just individual accounts for the last several weeks and it's still not resolved.



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[Ticket: # 1058398 - WorldMark by Wyndham jamming wifi hotspot](#)

**Date:** 6/28/2016 2:26:42 AM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Resortnet2

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## **Description**

I stayed at WorldMark by Wyndham in Anaheim and they use ResortNet2 and Ruckus (hardware) for their internet services. I do believe that they are jamming the wifi signal because I was unable to use my mobile wifi hotspot and connect to it. I know that Hilton was previously found for jamming wifi hotspots and I do believe that WorldMark is doing it as well. Thank you.

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**Ticket: # 1091216 - Home Internet Service**

**Date:** 7/18/2016 7:39:10 PM

**City/State/Zip:** Drain, Oregon 97435

**Company Complaining About:** Centurylink

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### **Description**

There is an employee at Centurylink, that is regularly turning off the internet to customers in Drain, Oregon.

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**Ticket: # 1057213 - internet suspension**

**Date:** 6/27/2016 2:38:47 PM

**City/State/Zip:** Towanda, Pennsylvania 18848

**Company Complaining About:** Frontier Communications

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## **Description**

I had my internet services suspended sometime during the week of June 20, 2016. I was out of town during this week and it was Saturday, June 25 when I discovered the outage problem and called the Frontier Communications to ask for technical help. The tech department told me to contact customer service department. Customer service said they could see no problem with my account, however about 45 minutes later I received a phone call from Frontier's customer service department with an apology and notification that there was as COS violation. When I asked what this means they could not explain and told me to call the office during the week for an explanation. In the mean time the tech person would show up at my home on Monday to fix the internet problem. Monday, (today) I called the business office to find out what the nature of the violation was and they will not explain. They say there is no record of this violation because the service is restored. I want to know what a cos violation is and how it came that there was one attached to my internet, so that I can be assured that someone is not accessing my account and perhaps using it illegally. How can I protect my account? They will not provided me any explanations and repeatedly tell me that the FCC will explain to me what I want to know. Can you help me with this information?

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**Ticket: # 1091538 - Cable-vision Disruptive Services**

**Date:** 7/19/2016 12:32:08 AM

**City/State/Zip:** Bronx, New York 10467-5191

**Company Complaining About:** Optimum.net

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## **Description**

(b) (6)

A large black rectangular redaction box covers the majority of the description text. The text "(b) (6)" is visible in red at the top left of the redacted area. Below the main redaction box, there is a smaller, separate black rectangular redaction box.

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**Ticket: # 1057608 - Comcast Business internet/email 1 year of problems unsolved**

**Date:** 6/27/2016 4:33:31 PM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** Comcast

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## **Description**

Our email is not working 100%. We have several of our clients that do not and or never receive our emails. Comcast is aware of who they are and has tried to make adjustments but ends up blaming our clients server as the problem. Our problems go back to last year when we relocated our office suite down a floor, same address, new floor. Comcast does not close an account out, they create a new one and link it to the old one....great, problem(they admitted to) the domain name was not connected properly and as a result when we tried adding a new user it could not be done....Someone at Comcast tried to make things right and ended up making thing worse. Now all the emails have been changed and after correction, email history is in temp folders and active folders.....O thats right I need to get my IT expert out to correct Comcast mistakes....after a bit of patch work we have things kind of normal....now we finding out that at quite a few of clients are not receiving emails, not to mention how many solicited business emails never met the recipient. All we want is for Comcast to start over(we even offered a new contract) with everything in sync. What i just shared is the short version of what we have delt with. I would guess we have had over 30 real hours on the phone with Comcast, over 30 work tickets.....been to level 3 several times ,promises and no return calls, hung up on, we even had our email turned off and lost for 48 hours, o that's right we received a 30 dollar discount..... late we did get a total of \$300 off our bill. It is not the discounts we want, we want our service to preform 100% correct.

Whomever is receiving this letter can get Comcast to make things right, I am extremely great full to you. This is a shame that this is how we need to act to get a major US company to make good on their product.

---

**Ticket: # 1057654 - Los Angeles Sherman Oaks Public Library Computer "Usage Date: June 11, 2016"?**

**Date:** 6/27/2016 4:44:44 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** None

---

## **Description**

How? Los Angeles Police Department Van Nuys- HTTP- Scriptor Personalize-"Causes?"-

Interference: Notice Website: Data Collection and Analysis Unit Department of Public Health County of Los Angeles 313 North Figueroa Street, Room 127

Los Angeles, CA 90012- (213) 240-7785 Tel- (213) 250-2594 Fax----

Message: (Interference: DHS (20) (wps/portal/dhs/search/? querytext=decease

form&department=DHS&lang=) querytext=decease

form&Sort=&PStart=11&Pend=20&PageNum=2&depURL=all&

department=DHS&radio=radio=radio1&tab=&lang) Next>(/wps/portal/dhs/search? querytext=decease

Form&Sort=Pstart=11Pend=20&PageNum=2&depURL=All&department=DHS&radio1

Tab=&langLast>>(/wps/portal/dhs/search?text=deceaseform&Sort=PStart=11&Pend=20PageNum=2 dep

URL=All department=DHS&radio&tab=lang=)

Did you mean: Decease

form(/wps/portal/dhs/search/?querytext=deceaseform&department=DHS&lang=) Date online: 6/11/2016

https: //dhs.lacounty.gov/wps/portal/dhs/search/?querytext=deceaseform&depart....6/11/2016

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[Ticket: # 1071596 - WiFi Jamming](#)

**Date:** 7/6/2016 6:02:43 PM

**City/State/Zip:** Villa Park, Illinois 60181

**Company Complaining About:** Comcast

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## **Description**

My exterior security cameras, which operate on the 2.4ghz band, both went offline at the same moment weeks ago. An analysis of my LAN has shown that all ports for these two WiFi devices have been blocked. I suspect an active jammer is operating nearby.

---

**Ticket: # 1057890 - virus scam**

**Date:** 6/27/2016 6:06:31 PM

**City/State/Zip:** Winter Park, Florida 32789

**Company Complaining About:** Bright House

---

## **Description**

I went to the web site [www.koverkrete.com](http://www.koverkrete.com) and this sign came up on computer that is in attachments saying to call this number to speak to a Microsoft tech. (b) (6) She sounded middle eastern when she answered. Said she was in N Y city. She said they are sub contracted out by bright house networks and they handle all severe virus breached cases. I called bright house tech support and they said my IP number was never locked, they are the only ones that does this, that be careful this is a scam. He traced the number to Kansas City, I believe that's what bright house tech said.



---

**Ticket: # 1057975 - RE: [FCC Complaints] Re: Service problem--lack of response by Comcast**

**Date:** 6/27/2016 6:50:38 PM

**City/State/Zip:** Boca Raton, Florida 33434

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #765246 "Service problem--lack of re..."

I will be contacting my Senator and perhaps he can find out why Comcast has just stonewalled this from the beginning and why the FCC has done nothing. This has been a complete waste of my time. You should know that Comcast has never sent me any correspondence on this matter even though you said they would.

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

---

**Ticket: # 1058150 - CONSTANT outages - Frontier**

**Date:** 6/27/2016 8:24:24 PM

**City/State/Zip:** Shingletown, California 96088

**Company Complaining About:** Frontier Communications

---

## **Description**

Our entire neighborhood in Shingletown, CA has been having frequent, daily outages of our Internet over the last month. Numerous complaints have been filed with Frontier and there is no resolution. I asked for a credit and was told that I had to call each and every time there is an outage and create a new ticket ... some days there are 10 outages a day. A tech with Frontier told me he could see the frequent outages on his end, but the billing person says they have no way of knowing if there is an outage unless we call. Given that they have had techs in the neighborhood and multiple complaints, they should be giving everyone here an automatic credit on their bill since this is a known, common cause problem impacting numerous customers. But, no, apparently they do not do that. I asked to speak with a supervisor and was told no one was available but someone could call me back in 24 to 48 hours. I should also note that each time anyone calls, the wait time to talk to ANYONE about problems is between 10 minutes and 30 minutes, and this is even when they transfer you to another department. It seems as though they are making it very hard for customers to get problems resolved. Frontier has promised a certain service to our community and they are not delivering it...and they are not making it easy to get credit on our bills for problems which are on their end.

---

**Ticket: # 1076651 - Internet**

**Date:** 7/9/2016 9:55:09 AM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

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## **Description**

Internet keeps going off and is down for days. Service is not reliable. When it does come on it's on for a few days and back off

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**Ticket: # 1058659 - Windstream or better known as NO SERVICE**

**Date:** 6/28/2016 10:27:51 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Windstream Communications

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## **Description**

This includes both internet and home phone service.

NO service - June 27, June 4, April 29 (NOTE April 29 is when I started keeping track of Windstream down time). Takes 30-60+ minutes to even speak with customer service. When you do speak with someone they want to try trouble shooting. ... unplug modem, reboot computer. Even with you telling them it is the same issue as last time!! Here is a link with more customer complaints

[https://www.consumeraffairs.com/internet/windstream\\_dsl.html](https://www.consumeraffairs.com/internet/windstream_dsl.html)

We live in a rural area and are stuck with this company. PLEASE allow AT&T to service all areas so we have a choice. This is the only way Windstream will ever fix their continuing issues.

---

**Ticket: # 1058694 - Change Password**

**Date:** 6/28/2016 10:39:46 AM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** I Am Using The Fulton County Library Computers

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### **Description**

Trust not in oppression, and become not vain in robbery: if riches increase, set not your heart upon them. Psalms 62:10 Someone is using Windows or Hotmail to hack information from my email account. To hinder their hacking I attempted to change my password and requested Microsoft to email my code for (b) (6) to (b) (6). I don't desire to give Microsoft my cell phone for privacy protection. Thank Jesus for your cooperation in this matter.

---

**Ticket: # 1059015 - Charter Communication**

**Date:** 6/28/2016 12:49:25 PM

**City/State/Zip:** Harvard, Massachusetts 01451

**Company Complaining About:** Charter

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### **Description**

Charter has had a monopoly in the town of Harvard for as long as internet has been available. They raise rates whenever they want and the service they provide is sub standard. In this day and age I have no choice or recourse but to use them no matter how poor and unreliable the service they supply -not to mention the ever raising cost.

---

**Ticket: # 1059451 - DSL service with verizon**

**Date:** 6/28/2016 3:01:16 PM

**City/State/Zip:** Lafayette, New York 13084

**Company Complaining About:** Verizon

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## **Description**

I have spent SEVERAL hours trying to connect to our so called high speed internet. We have lost hours of business and this is getting so exhausting, not to mention costly!!! I have my computer programmer who is well aware of the situation and has informed me that we are paying high speed internet service prices and getting dial up service. The issue is NOT fixed and I want it fixed and I would also like to seek information about how I can recoup lost expenses. I have made so many phone calls and have been putting up with horrific service for so long I am at the end of my rope. I am not getting what I have paid for. Please advise my options

---

**Ticket: # 1059739 - Unreliable Verizon DSL - Port Trevorton, PA**

**Date:** 6/28/2016 4:33:42 PM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

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## **Description**

We are Verizon DSL customers in the Port Trevorton, PA area. This is our only option for internet in the area. Since we have been customers, the connection has been unstable at best. We frequently lose connection and the DSL light on our router blinks red, signalling that it is a problem with the DSL. We lose connection anywhere from a few times a day up to more than 25 times, especially if it is raining. We contacted Verizon and were told that it was because our router was outdated. We were billed \$60 for a new router and the situation has still not gotten any better. Actually, we lost internet after connecting the new router for over 24 hours, then again a day later for over 24 hours. We are paying for internet that is unreliable and spotty at best. I run a local Facebook group and there are people all over our coverage area experiencing the same problems with Verizon. I was told by a former tech that said the copper wires in the ground are outdated and water seeps into them which causes outages. So far, Verizon has told us that there is no need for a tech to come out and check out wires and that they are making improvements every day, which is why our rates recently increased. It is very frustrating because we are at their mercy. We are looking for someone to help our community resolve this issue. We are paying for a service that does not work as it is intended.



---

**Ticket: # 1059865 - Never having Internet when we pay for it.**

**Date:** 6/28/2016 5:03:57 PM

**City/State/Zip:** Mcclure, Pennsylvania 17841

**Company Complaining About:** Verizon

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### **Description**

We are with Verizon and half the time anymore we have no service. We pay for it but it is out. I feel we should have a refund. Also I can't help they went on strike when there is an issue it needs to be fixed. I'm fed up.

---

**Ticket: # 1059894 - DSL interference**

**Date:** 6/28/2016 5:19:00 PM

**City/State/Zip:** Selinsgrove, Pennsylvania 17870

**Company Complaining About:** Verizon

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## **Description**

Verizon services are constantly cutting out for hours if not days at a time. Even if you call them they tell you it can take hours of days to get out repaired. They refuse to give credits for the amount of time that is lost. Also we are having to use our cell phone data to make up for loss of Internet/Wi-Fi services we have paid for. For the prices they charge or should not go out at often as it does. Highly frustrating. The problem is, you almost have to use Verizon as your provider because of our rural area, very few options are available.

---

**Ticket: # 1060048 - Internet service**

**Date:** 6/28/2016 6:03:21 PM

**City/State/Zip:** Port Trevorton, Pennsylvania 17864

**Company Complaining About:** Verizon

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### **Description**

Verizon internet service keeps going out and no refund is given and nor are we receiving the correct speed for what we pay. Wires, etc. need updated!!!

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**Ticket: # 1060147 - Inadquate Comcast service for 18 months**

**Date:** 6/28/2016 6:47:02 PM

**City/State/Zip:** Kirkland, Washington 98034

**Company Complaining About:** Comcast

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## Description

I just sent a copy of the below letter to:

(b) (6)

Executive Customer Relations  
Comcast | West Division

(b) (6)

Hi Jose,

While we were not home today a Comcast rep . came by. This is the second time they appeared with no appointment. Sure would be nice to know in advance so we could be home. The note left states: "Service line is good from Comcast pedestal to your home." We knew this and have told numerous techs. this line was replaced a few years ago. As we have been told by your "it's the line in the street leading up to the pedestal.

So, where do we go from here?

When will our total service be properly restored?

Will we be notified in advance of their arrival?

Will there be a refund for inadequate services for the past 18 months? I believe \$173.76 each month is a considerable amount to pay for such troublesome service.

Also, we have contacted a different provider, who installs fiber optics. Their quote for bundled services, (internet, phone and 2 TV connections) is \$100.97 per month, as a fixed 3 year rate. Also we would have increased availability to more and newer movies.

I hope to hear from you soon as I am sending a copy of this to the FCC.

Respectfully,

(b) (6)

Home Phone: (b) (6)

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**Ticket: # 1060360 - Computer internet fraud**

**Date:** 6/28/2016 8:53:40 PM

**City/State/Zip:** St. George, Utah 84770

**Company Complaining About:** Centurylink

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## **Description**

Receive3d a phone call stating that my Computer would be locked in two days if I didn't pay to have it opened. Person represented himself as being from Microsoft He said he had the computer Device Number and could lock the computer. Phone Number of the fraudulent call (b) (6) Name person gave (b) (6). My ISP listed below is not at fault

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**Ticket: # 1060256 - Intermittent use of internet service with Comcast & Speed**

**Date:** 6/28/2016 7:55:52 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

(b) (6)

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**Ticket: # 1060263 - Casual Male XL/Destination XL spam emails**

**Date:** 6/28/2016 7:57:46 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Originally I provided my email address to this company, as I was a shopper, but unsubscribed after no longer needing to shop there. In early May, I received an email stating the marketing emails were reactivated and have been unable to prevent them other than moving them to junk and unsubscribing multiple times. I also called to have my email preferences updated, and I was assured they had been unsubscribed completely, yet I continue to receive more and more marketing. I've blocked the sender, but I still wish to file a complaint.

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**Ticket: # 1060404 - Loss of Internet**

**Date:** 6/28/2016 9:22:50 PM

**City/State/Zip:** Middleburg, Pennsylvania 17842

**Company Complaining About:** Verizon

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**Description**

DSL is always down a few times a week for hours or days at times



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**Ticket: # 1060421 - Verizon wifi**

**Date:** 6/28/2016 9:45:56 PM

**City/State/Zip:** Middleburg, Pennsylvania 17842

**Company Complaining About:** Verizon

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### **Description**

My wifi from Verizon dsl has outages more than I actually have working service. This is absolutely ridiculous that I am paying for something we can rarely use.

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**Ticket: # 1060436 - Fraudulent Sales Pitch and Service by EXCEDE Satallite Internet****Date:** 6/28/2016 9:52:24 PM**City/State/Zip:** Queen Creek, Arizona 85142**Company Complaining About:** Excede

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**Description**

We live in a rural area in Arizona and needed to have internet service that would work in our area with reasonably fast speeds and reliability. We found EXCEDE internet online and called to inquire about the service. The sales rep took my number because I told him I needed to discuss this with my husband. He called 3 days in a row until my husband and I spoke with him about the service. The sales rep assured us that we would have fast, reliable service and boasted about EXCEDE being awarded the number 1 in satellite internet provider. He assured us that we could cancel at any time with no fees; we were not locked into any contract. We asked that question of him a couple of times and his response was the same. Our speed was to be 12 up and 5 down. He sold us on 12GB. Okay we decided to try it because of our rural location. They advertised as being the service rural communities could depend on for internet service.

The Techs who came to install the modem and dish inspected our home to find the best location for the dish and modem. Because we built a green home, (Omni Block which is 12 in. insulated brick) and have a tile roof they said the only place they could install the modem was in the garage...on the West wall. Our garage is the only part of the home which isn't block but is wood. Our thermostats in the garage registered 110 degrees the day they installed. We asked about the heat damaging the electronics of the modem and router and the techs assured us there would be no problem. They had their laptop sitting next to the modem (which was sitting on cardboard boxes) and the converter that hangs off the cord dangling in the air. They placed the router on another cardboard box. When they checked connectivity (from their laptop) they said it was great...we were connected. My husband asked them to make sure our computer inside the home was connected and they said that wasn't their job. It took me two hours to get connected after they left.

We had signed up for 12GB. With that we were told that we could stream movies on multiple devices until the 12GB was gone and then we would still have access to unlimited data and could stream but only on one device. And we had the option to buy more data if we wanted to be able to stream on multiple devices.

We had the service for less than 2 weeks before we called to cancel. Their supervisor said he could see we had great speed and connectivity at the time of the call. He also noted that he could see where we had been trying to connect multiple times.

Prior to our call to cancel, that first weekend we could not use the service because we could not reconnect at all; we had only used 7GB by that time. I called Norton Technical Providers to ask for their assistance because I thought it might be our desktop computer. The Tech couldn't connect because the system kept dropping service each time it said connected which was about every other minute. Norton suggested I call EXCEDE Tech support so I did. The gentleman from EXCEDE who helped me agreed that the garage (in Arizona on the West side wall) was not the best place for electrical equipment. (They need airflow.) The Tech walked me through reconnecting (a re-sync) the modem and router. We were connected again...for a total of one hour. About 5 hours later my husband re-sync'd the modem and router again and was able to connect. This time the Norton Tech was able to connect but it took him 3 hours to service our computer because the line kept dropping every minute and a half. We had only used 8GB of the data by that time.

Before we called to cancel I looked up reviews on EXCEDE and was surprised to see many recent customer complaints with the same or similar issues. This is something I regret not checking before buying into their service.

I called their Customer Service number which was the same number provided to me by them and which I called for their Tech support and was informed via a prerecorded message that my number which is connected to the account was with another provider so I couldn't be helped; and then it disconnected.

I used my cell phone to contact their Chat room and had the Agent call me back. When I informed her of our need to cancel because the service was shotty at best since installation and explained the many drops in service I was told we would have to pay a \$330 (approx.) cancellation fee because we had 22 months on our contract. When I explained what the Sales Rep had assured us (cancel at any time, no contract, no fee) she said we had no choice but she could send a Tech to come see if there was another spot to relocate the modem. She seemed not to understand that our walls cannot be drilled through and there was no place else to relocate the modem. We were on the phone for over 1.5 hours trying to speak to her supervisor who seemed to be coming "in just a minute", "in 5 minutes", "he'll be here in 10 minutes". Again, this went on for over 1.5 hours.

When the supervisor got on the phone he too told us that we would be paying the \$330 cancellation fee because we had 22 months remaining on the contract.

Our problem is not only with the Shotty service but also with the false promise of "No cancellation fees", "Cancel at any time" made by their sales representatives.

We have no choice to pay that amount, we even offered to split the difference but they are sticking to the \$330. Not even Verizon with a two year contract will charge that amount of money to cancel.

There has got to be some relief for customers who aren't provided a service that they are promised not to be required to pay such an astronomical amount just to cancel something that can't be used. Even Walmart lets you take back a product within 30 days and they give you a full refund, no questions asked.

I would appreciate any assistance you can provide by looking into Excede's sales practices and service.

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[Ticket: # 1060480 - Frontier internet](#)

**Date:** 6/28/2016 10:20:48 PM

**City/State/Zip:** Shingletown, California 96088

**Company Complaining About:** Frontier Communications

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### **Description**

Very bad Internet service constantly disconnecting WiFi and limited service and slow

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**Ticket: # 1060579 - Internet will not work**

**Date:** 6/29/2016 12:31:42 AM

**City/State/Zip:** Justin, Texas 76247

**Company Complaining About:** Frontier Communications

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## **Description**

I am unable to watch videos, Netflix, or Amazon Prime. I pay for 75 speed, this shouldn't be an issue! It never was when we had Verizon. This company took over this area for Verizon and they are throttling people's internet speeds. The entire states of Texas, Florida, and California are having problems. These people lie saying they contact customers and the "issue" has been fixed and the customer is now happy. LIES! My issue is not fixed, I am not happy, and NO ONE CONTACTED ME.

---

[Ticket: # 1066584 - Unsolicited emails](#)

**Date:** 7/2/2016 1:35:11 PM

**City/State/Zip:** Albuquerque, New Mexico 87122

**Company Complaining About:** Multiple

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## **Description**

How do I prevent unsolicited email.

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**Ticket: # 1060728 - Verizon internet**

**Date:** 6/29/2016 9:19:13 AM

**City/State/Zip:** Selinsgrove, Pennsylvania 17870

**Company Complaining About:** Verizon

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## **Description**

I had obtained internet through Verizon only a couple of months ago and since then i have had continuous problems with the internet cutting out for hours sometimes days

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**Ticket: # 1073305 - Cable, Internet, and phone**

**Date:** 7/7/2016 3:09:22 PM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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## **Description**

I called to have my triple pmay services moved from (b) (6), Hanahan SC 29419 to (b) (6). The first person went through the entire tranfer to only tell me at tbe end i would get a new telephone number. (Ive had same number (b) (6) with comcast for 8 years. I told her not an option. She could not transfer me. I had to call again go through same steps again. Girl set me up with swlf transfer. Moved to apartment and only internet working. I spent several hours on phone to only have to wait 3 days for technican to come out. He arrives and immediately goes to laundry room to flip switch. He leaves with my extra TV boxes. My cable and phone working but now no internet.

I had a supervisor call to see how my tech visit has gone. I tell her he was really nice but ince he left i realized i do not have internet. She says i cannot help you. ???? Why call me then..

I since talked to muliple people who read the same script and i repeat myself over and over again. I get transferred without being told to only have to repeat my story and they tell me i only signed up for cable. Um no, you dropped my other services. I wanted all to transfer over. They all then twll me my number will not allow internet. I stay on phone all day and most of night only to be told i need to go switch my equipment out.

I go the next morning the same song and dance. I only have cabke and my number is not available. I still have no sevice. Ive list three days if work as i work from home. The last girl ignored me when i asked to be transferred to a supervisor. Please help!

Im beyond furious. If i have to hear the comcast script one more time. "In the last person you will talk to. I will fix your issue" i will scream!



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**Ticket: # 1125241 - Illegal scamming of personal data**

**Date:** 8/7/2016 6:25:15 AM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** Boingo

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### **Description**

For the past three days have been unable to easily maneuver into application and personal data on my iPhone whiles utilizing the Internet. I 'be personal invested into a second provider for Internet servicing which payment is made on a monthly basis. The information stored on the phone backup server maybe how the individuals are blocking the data. Also there's another device purchase iPod, which has been stolen with my created data on in Puerto Rico.

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**Ticket: # 1080854 - case # 1929071**

**Date:** 7/12/2016 2:57:20 PM

**City/State/Zip:** North East, Maryland 21901

**Company Complaining About:** Verizon

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## **Description**

Verizon has danced around my complaint, fed me B.S. not resolved my issue and not been able to complete a resolution. They have sent a man out that made things worse that was to be here between 2-7 on 6/23 he arrived and didn't even know what he was here for. He changed a setting at the Central station which resulted in NO internet. They promised to put it back and find the issue. No one at Verizon can tell us what was done at the Central Station in March when all these problems started. They cannot even take that sentence and understand that would result in finding out the change that interrupted our service ever since. They have overbilled, given me credits for errors, keep calling my home indicating they want to help but the person callin knows NOTHING about our issue. The right hand has no idea what the left hand is doing. Someone made a change at Central Station on Old Field Point Rd. in March that resulted in no service to our home. The case number I have provided is the one they keep telling me they want to close , problem is resolved. NOT HAPPENING! We still have no service and not a person called to help today after speaking to the executive offices yesterday to a lady named Beverly. She can't even take a sentence write it down and pass it on. She doesn't listen to us. I have pages and pages of speedtests screen shots, we are to be getting 7 gb we are not even getting 0.26 today. I have lost to large clients for my company and now pay to rent an office for \$250 a month. I have worked from home for 13 years in this home, with Verizon internet! In 2013 they created a fix with an engineer tech, we did not have any issues until March. They can't seem to understand that all they need to do is look in their own records to see what was changed. It is NOT our router, NOT our computer, NOT us, they will NOT change my inside wires even though I pay \$11.99 per month they claim that is not it, that there is congestion and issues in the line. Than fix it before I loose my job. Please do something, my blood pressure can't take and and I have truly clocked over 160 hours on the phone with them. Our entire home was wireless 3 computers, a printer and a few iphones, ipad, and never a problem prior to March. Now they have me wired everything wires everywhere and still can't get a good number. So they have failed to resolve anything. Please help or have them pay me for my rental office until they fix it. This is beyond me how ridiculous this is. You can bet they have no problem billing me every month, those bills come as soon as you pay the last one.

---

Ticket: # 1061773 - HughesNet, Taken money out consumer account without permission

**Date:** 6/29/2016 3:47:21 PM

**City/State/Zip:** Temple, Texas 76504

**Company Complaining About:** Hughesnet

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## Description

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1061373 - unsubscribe problem**

**Date:** 6/29/2016 1:56:20 PM

**City/State/Zip:** North Las Vegas, Nevada 89084

**Company Complaining About:** Cox

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### **Description**

I have received several emails from Dave Steen, prepping plans. The emails have a unsubscribe notice, but when I tried to unsubscribe from the emails, it goes to a website called support@preppingplans.com

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**Ticket: # 1061438 - Verizon DSL**

**Date:** 6/29/2016 2:16:45 PM

**City/State/Zip:** Selinsgrove, Pennsylvania 17870

**Company Complaining About:** Verizon

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## **Description**

I have Verizon DSL. It has to be reset at least 3 -4 times a DAY. They have sent me a new router but it hasn't made any difference. Now for the last month or so the Internet availability goes off and won't come back on. When I bother to call them I'm on hold for a long time, get hung up on and am told that there is not problem in my area and they will let me know when it will be fixed. It always is 48 hours from when I call and everyone else in the same area is also not working. It occasionally also affects the telephone. We are paying for an Enhanced Hi Speed but it isn't even fast enough to watch on demand shows on our DirectTV.

---

[Ticket: # 1061836 - File a complaint against Spiral Communicationa](#)

**Date:** 6/29/2016 4:04:15 PM

**City/State/Zip:** Glenwood, Iowa 51534

**Company Complaining About:** Spiral Communications

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## Description

(b) (6)

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**Ticket: # 1062700 - Internet pausing and very slow also data usage is almost used**

**Date:** 6/29/2016 10:31:02 PM

**City/State/Zip:** Westland, Michigan 48185

**Company Complaining About:** Comcast

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## **Description**

My internet keeps pausing when in the middle of a t.v. program on my cellular device while connected to Comcast internet . also more then half of my internet data is used up and I'm not even home 4days out of the week

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**Ticket: # 1062491 - internet interrupted**

**Date:** 6/29/2016 7:55:06 PM

**City/State/Zip:** Winfield, Pennsylvania 17889

**Company Complaining About:** Verizon

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### **Description**

for numerous days -- have no internet -- first time happened i was told my issue and needed to upgrade equipment which i did from verizon -- and still having issues with new equipment because not the fault of equipment



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**Ticket: # 1062590 - Continuation of Poor internet service**

**Date:** 6/29/2016 9:03:46 PM

**City/State/Zip:** Oak Hill, Virginia 20171-2667

**Company Complaining About:** Verizon

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**Description**

My internet and TV service goes out intermittently daily. I have had several service calls and they have yet to resolve my problem. This has been a constant problem and it continues to get worse. Every service person that comes changes something else and I still have the issue. They constantly sent me a bill for service that is horrible and want me to get a faster speed because maybe I am too far away from the router. But the router doesn't affect the TV, it is hard wired and it goes out constantly also,

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**Ticket: # 1062699 - Internet disconnections****Date:** 6/29/2016 10:29:17 PM**City/State/Zip:** Toledo, Ohio 43623**Company Complaining About:** Buckeye Broadband

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**Description**

My internet has been disconnecting on a daily basis for about a year now. Some days it would disconnect one, or two times, and others it would disconnect over twenty times. More recently it's been disconnecting over forty times a day. I've talked to my internet provider well over a hundred times about this issue, and they've even been crediting my account for the internet issue, for the entire time. Problem is, credit or no credit, I still do not have anywhere near a stable internet connection. They claim to have fixed the issue a couple times, and sure enough not even an hour after this claim, the internet disconnects again. They always promise that they will have their field technicians or tier 2, techs call back with an update at a specific time, and never follow through. Some days I would call in, a week after talking to a tech, that was going to get work done "the next day", and find out from the person I'm talking to that no work had been done since. I've even called in and found the ticket has been closed for no apparent reason. The Tier 2 supervisor "Jason" is most unhelpful. "Jason" refuses to give any information out, at all. He refuses to do pretty much anything for that matter. He's even hung up on me when asking for his boss to call me back. All I want is a stable broadband internet connection, and I'm willing to pay market price for it. Unfortunately Buckeye Broadband is just unable to deliver. If I had another option for high speed internet in my area, I would have switched a long, long time ago. Whether or not they are actively trying to fix the issue is a mystery to me. I fear the only reason they tell me so, and credit my account for the internet is so I keep paying for their Cable Television service.

I've included my most recent modem logs, and modem status to show the kind of disconnections and "Uncorrectable errors" I've accumulated over the past day or so.

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**Ticket: # 1062769 - Internet Problem**

**Date:** 6/30/2016 12:51:23 AM

**City/State/Zip:** Clayton, North Carolina 27527

**Company Complaining About:** Time Warner

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### **Description**

After over three hours on the phone two supervisor no call backs when the call was dropped I'm still not able to access walmart.com when using time warner cable

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**Ticket: # 1062834 - Verizon DSL**

**Date:** 6/30/2016 7:19:25 AM

**City/State/Zip:** Selinsgrove, Pennsylvania 17870

**Company Complaining About:** Verizon

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## **Description**

We lose DSL internet connection at least 3 to 4 times a day, for a few minutes at a time, and 1 to 2 times a month for hours/days at a time.

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**Ticket: # 1062863 - Web hosting Irregularities**

**Date:** 6/30/2016 8:51:35 AM

**City/State/Zip:** Fort Lauderdale, Florida 33311

**Company Complaining About:** AT&T

---

**Description**

I recently signed up with Spotify on 06/20/2016 for webhosting of a domain I later purchased from them. Since then, there have been all sorts of difficulties with login requiring a password reset everyday. In addition, the content on my pages have been removed without explanation or permission and settings reconfigured without my consent which has messed up my pages and required more time to recreate. I have sent emails to their support department and have only got foolish responses claiming not to be the domain host etc. Please investigate.

Thank you,

(b) (6)

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**Ticket: # 1063157 - microsoft scam**

**Date:** 6/30/2016 11:38:24 AM

**City/State/Zip:** Ashland, Wisconsin 54806

**Company Complaining About:** Microsoft

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## **Description**

scam is defined as a fraudulent act or deceptive act or operation. Microsoft scammed us into upgrading from windows 7 to windows 10, which we did not want to do. I think doing so is highly unethical.

---

**Ticket: # 1063311 - Verizon Fios**

**Date:** 6/30/2016 12:29:07 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Verizon

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## **Description**

Verizon suspended my account illegally. My account is in good standing and has been for the last 38 years. I ported my number to another carrier and kept the fios portion. They suspended my account and are blocking the signal to our fios sue to the porting of my number. This is illegal. My payment is not due until July 13th, and I cant get tech support for internet portion which malfunctioning due to porting my number. This has happened before. whereby Verizon illegally does not allow for other carriers or tries to block customers from ,leaving their services. There should be serious fines imposed for this. It puts people at risk. I spoke to the Executive Office team and they ccoul dnot reply why the account was suspended and ackowledged the account ins in good standing I also contacted (b) (6) in (b) (6) office and she also would not explain this.

I ported my number early June. I informed Verizon of this June 10th and to stop billing for this portion. I went onlinve to see if this had been done and they are continuing to charge my account for voicemail it appears and refuse to close the phone portion of my bill. This was all documented and sent also in an email (b) (6) office but no one will address it. This is an illegal tactic to hold people to their services. The keep calling in addition to ask me where I ported the number and why. This is an outrage and abuse of these large companies to be able to manipulate people in this manner and should be fined to stop doing such practices and abuse customers in this manner. to:

(b) (6)

By email and voicemail to:

(b) (6)

Verizon Executive Relations Team

(b) (6)

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**Ticket: # 1063475 - Rachel with Cardholder Services**

**Date:** 6/30/2016 1:21:42 PM

**City/State/Zip:** Edmond, Oklahoma 73012

**Company Complaining About:** Cardholder Services

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### **Description**

I am so very, very, very of getting these calls. I have reported them. I have blocked the numbers from which (b) (6) " has called. The robo-calling continues. It is harassment. I want off of the list.



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**Ticket: # 1063446 - Bad internet service**

**Date:** 6/30/2016 1:10:34 PM

**City/State/Zip:** Columbus, Ohio 43223

**Company Complaining About:** AT&T

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### **Description**

Everyday my internet comes and goes and now my bill goes up and i have to sign a new deal to get my bill down. My service is horrible. I want to have a steady service.

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**Ticket: # 1063817 - Computer repair scam****Date:** 6/30/2016 3:13:50 PM**City/State/Zip:** Roseville, California 95747**Company Complaining About:** Comcast

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**Description**

Company claiming to be Microsoft took my computer hostage. It was frozen with Microsoft phone #. I figured it was a scam, but these people were already into my computer and moving things around remotely. After \$399.99 on my credit card, they proceeded to "repair" the computer. I called MasterCard. I didn't know what else to do. M/C said if it was a scam, I could contest the charges, which I did today after reading a Roseville, CA police report neighborhood alert. We are senior citizens, handicapped, shop on line a lot because we cannot get out to shop. The Internet is no better, no faster. "Software" is installed on computer. I will have to get someone in to repair this.

Transaction date: 5/24/16 posted 5/26/16. Company is "Remote Support Service". Phone # (b) (6)

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**Ticket: # 1064031 - Frontier Fios**

**Date:** 6/30/2016 4:29:35 PM

**City/State/Zip:** San Dimas, California 91773

**Company Complaining About:** Frontier Communications

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## **Description**

Abysmal customer service (repeated disconnections when making calls to Frontier, tried online chat with no luck, and no call backs from Frontier), we have rebooted our router and STB multiple times, our internet service is intermittent (we lose service several times every day), and we haven't had access to Video On Demand since Frontier took over for Verizon (error message 309), we asked for a technician to come out to our house, but nobody ever showed up or contacted us

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**Ticket: # 1064091 - Rock solid Internet**

**Date:** 6/30/2016 4:44:08 PM

**City/State/Zip:** Mico, Texas 78056

**Company Complaining About:** Rock Solid Internet

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## **Description**

The area I am living since 1989, About 5 years ago this company started up , they are sending a signal in the microwave Hz at ground level through my house and causing a lot of interference and a ringing noise that is in our heads like we are in a microwave oven . The only way to avoid this noise is to leave the foot print of this companies area of operation. Then the noise quits as long as we stay out of the foot print. Also I have counted 26 frequencies that are dead keyed with no one speaking. There are these small white dish type things pointed all different directions. It has bothered some people here until they have just left there house and moved away. I can't take this INTERFERENCE any longer. I need someone to come here and check to see if this type of system is within the laws and take some readings from meters. Please CHECK THIS OUT! I KNOW OF FOUR PEOPLE THAT HAVE DEVELOPED CANCER AND MANIA AND DIED HERE.

---

**Ticket: # 1064132 - Xfinity wifi interference****Date:** 6/30/2016 4:54:16 PM**City/State/Zip:** Sherborn, Massachusetts 01770**Company Complaining About:** Xfinity

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**Description**

For several months if not longer, Xfinity wifi has been interfering with my access to wifi in MANY locations in Greater Boston. I will go to use the internet, only to see an Xfinity ad. In situations where I would use data over cellular to login, i need to turn off wifi to avoid this, so it does not pick up the signal for this ad. When there is a router I would like to link up with locally, it seems that Xfinity is ALWAYS preferentially popping up. It seems the company has a wifi-access interfering web page that shows up on anyone's computer if there is a local router using xfinity. I am not an xfinity customer.

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**Ticket: # 1064583 - Intermittent internet**

**Date:** 6/30/2016 9:49:22 PM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** Advanced Cable Communication

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## **Description**

Internet has been intermittent for the past 3 months. Slow load times caused by noise on the line. Had technician come out did not resolve issue. Called again a month ago and they said they would contact me back. Never heard from again. Issue is most common at night or during peak times.

---

**Ticket: # 1064781 - FCC keeps spamming me - regardless of how many times opt-out**

**Date:** 7/1/2016 8:12:27 AM

**City/State/Zip:** Dimondale, Michigan 48821

**Company Complaining About:** AT&T

---

## **Description**

I just received two more emails today and a couple earlier in the week. Obviously the opt-outs are not working or being taken seriously. There is a CAN-SPAM law that needs to be enforced. I am now so frustrated I'll submit a complaint each time I get an email.

---

**Ticket: # 1064782 - FCC keeps spamming me - regardless of how many times opt-out**

**Date:** 7/1/2016 8:12:28 AM

**City/State/Zip:** Dimondale, Michigan 48821

**Company Complaining About:** AT&T

---

## **Description**

I just received two more emails today and a couple earlier in the week. Obviously the opt-outs are not working or being taken seriously. There is a CAN-SPAM law that needs to be enforced. I am now so frustrated I'll submit a complaint each time I get an email.



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**Ticket: # 1064902 - WOW/Knology Internet**

**Date:** 7/1/2016 10:12:42 AM

**City/State/Zip:** Seminole, Florida 33776

**Company Complaining About:** Wow/knology

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## **Description**

We have not had working internet since approximately the first of June. The issue is two-fold, first the internet routinely drops, likely because the signal to the house cuts out or is interrupted repeatedly, several times per hour. Secondly, we have a repeater, from WOW, that was configured using our originally assigned IP address, which was changed in mid-May, so it does not recognize our new IP address.

After trying several times to unplug & have reboots sent, we finally called for a service appointment on June 9th. A technician was scheduled to come out on June 14, that technician never showed up. The appointment was rescheduled for June 16, the technician did arrive, but did not fix the problem. He never went outside, and he did not configure the repeater.

I called again and made another appointment for June 30, we did not receive a call from anyone, and the technician did not show up. When I called in the representative on the phone said he would have a technician out that same evening. Again, no one ever arrived or called us back.

I called WOW this morning, and was told that a service manager would call me as soon as they arrived at 8am. No one has called, it is now 10am. At this time, according WOW's automated phone system states we have a service call scheduled for Sunday, July 3 from 8am to 9pm. This appointment was made without consulting us.

Being without working internet for a month is unacceptable. Having service technicians miss three appointments is unacceptable. And scheduling a service call that would require us to be available for 13 hours without our permission is unacceptable.

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**Ticket: # 1065207 - Computer held hostage**

**Date:** 7/1/2016 12:48:05 PM

**City/State/Zip:** Rutland, Massachusetts 01543

**Company Complaining About:** Verizon

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### **Description**

McAfee put a message on my computer stating: Update your security protection now to turn off this reminder. I cannot work around it. I am using my Kindle to communicate. (b)

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**Ticket: # 1065235 - i got scamed over the phone**

**Date:** 7/1/2016 12:58:06 PM

**City/State/Zip:** Elkhorn, Wisconsin 53121

**Company Complaining About:** Verizon

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## **Description**

I got a call from number (b) (6) and they told me they are calling from windows team support and they told me my serial number of my computer then they told me that your email account has been hacked and they showed me some errors and warnings in the computer. they showed me all other things in the computer and I believe these all are the normal problems in the computer. so they told me there will be a charge of \$999.99 and somehow they convinced me to pay \$500 and they also told me that they will refund me \$350 and that was for lifetime . so I felt that this will be good deal for me and I told them to charge my credit card but they denied and said there are hackers in the computer so they told me to visit a store and buy an iTunes card for \$500 and get that card for them I give them the code which was mentioned on the back of the card . the numbers reflect like "X7GQNYZT6LFVFMGV" on my iTunes card . I gave them and they spent all night on the computer approx. 10 to 11 hours on the computer . so I felt that they fixed my computer but when in the morning I called them for refund of \$350 they didn't answered my phone I tried to call them for 6-7 times but they didn't picked up my call so I decided to take my money back I called up store from where I get the card and they told me its not in there hands and then I tried to call my bank they also refused to help me . now I fell like helpless because I got scammed by some people .they gave me few numbers to dial Technical Department: (b) (6)  
Billing Department: (b) (6)  
and now they are not answering up my phone and I want my money back because they have messed up my computer .  
so help me to track them and get my money back

---

**Ticket: # 1065511 - computer virus remote lockdown (repeat)**

**Date:** 7/1/2016 2:55:41 PM

**City/State/Zip:** Coeur D'alene, Idaho 83814

**Company Complaining About:** Time Warner

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## **Description**

turned computer on.....white screen and female voice stating my computer had been remotely locked due to virus.'Image stated it was from "Google Security," listed virus as RDN.YahLover.worm!055BCCAC9FEC and directed me to call 1 (b) (6) immediately.

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**Ticket: # 1065447 - Interference with home internet services**

**Date:** 7/1/2016 2:26:52 PM

**City/State/Zip:** Lovettsville, Virginia 20180

**Company Complaining About:** Sugarloaf Internet Services

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### **Description**

We currently have wireless internet service from Sugarloaf Internet Services. Allpoints Internet Services has expanded in our area and have installed new antenna that has precluded receipt of further service from Sugarloaf to us. Sugarloaf claims they can do nothing. Can Allpoints interfere with our service? Is this legal?

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**Ticket: # 1066585 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 7/2/2016 1:37:48 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I rather the media doesn't install within my housing, and talk to me about singer (b) (6), from the group Hall & Oates.

Could you dialogue with the federal government. Could you close the 2010 surveillance.

Could you close the surveillance.

---

**Ticket: # 1065496 - Computer Virus**

**Date:** 7/1/2016 2:48:04 PM

**City/State/Zip:** Coeur D'alene, Idaho 83814

**Company Complaining About:** Time Warner

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**Description**

repeat of complaint: 74051227

screen/voice lock on computer

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**Ticket: # 1065545 - unwanted "security" software virus**

**Date:** 7/1/2016 3:11:41 PM

**City/State/Zip:** Glenview, Illinois 60025-4072

**Company Complaining About:** Slimware Utilities Holdings, Yonkers, New York Phone# 228-447-3175

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### **Description**

somehow a software program has infiltrated my PC. This virus cannot be uninstalled by normal windows procedures. I was able to track down the creators of this virus. They are Slimware Utilities Holdings in Yonkers, New York. I have called them several times by phone (b) (6) ) and can only get a recording. I have left messages asking for relief and a procedure to remove their program and gotten no response. Could the FCC help me with this issue and get a procedure from them to uninstall this software ?



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**Ticket: # 1067018 - ONGOING PROBLEMS WITH MY COMPUTER USAGE**

**Date:** 7/3/2016 8:39:45 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Cox

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### **Description**

Dear Sirs: I am planning a get together for the 4th and having a difficult time communicating with my vendors, etc. If you can figure out who it is; please do. Don't pay attention to the defamation that is ongoing, too. All my best, BAB

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**Ticket: # 1065857 - Microsoft or Microsoft impersonator**

**Date:** 7/1/2016 5:13:37 PM

**City/State/Zip:** N Ft Myers, Florida 33903

**Company Complaining About:** Centurylink

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## **Description**

While on facebook I got a full screen pop-up that my computer was malfunctioning and to call Microsoft at an 800 number for help. It sounded like an Indian, which is where most computer company calls go so sounded legitimate. He had me let him into my computer and showed me all kinds of errors, then tried to sell me. I refused and told him to disconnect.. Then I started getting all kinds of porno videos and no matter how I kept xing them out they would pop right up again. I simply could not get rid of them. Finally I turned off the computer and turning it on again had a chance to disallow his access. ----No more porno. It was quite obviously him. He could tell I was obviously and old woman and what he did was disgraceful and certainly illegal.

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**Ticket: # 1065963 - ATT Install**

**Date:** 7/1/2016 6:22:46 PM

**City/State/Zip:** Mandeville, Louisiana 70471

**Company Complaining About:** AT&T

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**Description**

Property Damage and unqualified personnel installing fibre optic lines

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**Ticket: # 1066196 - U-Verse support not rendered.**

**Date:** 7/1/2016 9:08:32 PM

**City/State/Zip:** West Palm Beach, Florida 33409

**Company Complaining About:** AT&T

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## **Description**

AT&T was contracted to set up a U-Verse circuit for my client James Perse Inc. When it came time for the call center to render tech support on the proper configuration of the Public/Static IP addresses instead of rendering proper assistance they tried to pass me off to a pay for tech support service. While on the phone with the supervisor he said nothing for 20 minutes to make it seem like the phone line was dead. Unfortunately his background noise prevented him from being able to pull off the charade. This caused delays and additional expense to the client James Perse Inc. AT&T was specifically called in order to make sure the modem was configured and set up properly. They failed to do that and prevented the client from being able to have their job completed in a reasonable manner.

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**Ticket: # 1066258 - Abysmal "high"-speed internet**

**Date:** 7/1/2016 10:34:20 PM

**City/State/Zip:** Maricopa, Arizona 85138

**Company Complaining About:** Orbitel Communications

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## **Description**

My internet provider, Orbitel Communications (Maricopa, AZ), has to be one of the worst in the nation. While the speeds are acceptable - mine is currently 25mbps, however the signal is constantly dropping. It's to the point that you can't stream video on most evenings. You call tech support and they tell you everything looks fine on their end. Always the same song and dance. New modem and wireless router have not helped the problem. Take a good look at their Google reviews for a good summary of their awful product.

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**Ticket: # 1066277 - Windstream down time**

**Date:** 7/1/2016 11:23:12 PM

**City/State/Zip:** Elyria, Ohio 44035

**Company Complaining About:** Windstream Communications

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### **Description**

Unable to provide minimally consistent Internet to my business. We have about a 10% downtime in service, and in my line of work that is unacceptable. I have contacted windstream numerous times and with no resolution available all they ever can say is they are "sorry". "Sorry" doesn't make up for lost business due to being without an Internet connection numerous days during the month.

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[Ticket: # 1066308 - Internet problems](#)

**Date:** 7/2/2016 12:36:34 AM

**City/State/Zip:** Crucible, Pennsylvania 15325

**Company Complaining About:** Windstream Communications

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## **Description**

Internet down again. 4th time in a two week period. This outage is more than 24 hours old. Speed has been reduced for the last 5 days. They will not prorate bill. I'm

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**Ticket: # 1066583 - Time warner cable**

**Date:** 7/2/2016 1:30:39 PM

**City/State/Zip:** Pikeville, North Carolina 27863

**Company Complaining About:** Time Warner

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## **Description**

Breach of contract. For the past 3 weeks in a row time warner cable has failed to uphold their part of their contract regarding access to phone and Internet on good upstanding accounts, saying they're are "outages." They charge outrageous fees and prices and then expect elderly people to pay them while they don't deliver on services. When you complain all you get is...a service tech is working on it. Well, it's been 3 weeks and it hasn't been fixed. They will credit you but you have to near about throw a conipation.



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**Ticket: # 1066597 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 7/2/2016 1:43:10 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I was presented with the impression, (b) (6) no longer works at The Days Inn Hotel within Prince George's County. Could you address whether the media continues to track (b) (6) .

(b) (6) was the Former General Manager Of The Motel 6 Frederick. My family and I lived there for a year within 2014. Around March 2014, Mr. Conde began working at another hotel.

I feel he is one of the reasons why I have housing today. I view him to be A friend to my household. I would like for him to continue to be.

Could the federal government close the surveillance.

---

**Ticket: # 1066683 - Jamming on 2.4 ghz spectrum video cameras knocked out**

**Date:** 7/2/2016 3:17:36 PM

**City/State/Zip:** Sunset Beach, California 90742

**Company Complaining About:** Time Warner

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## **Description**

I know our neighbors are using a jamming device to jam the 2.4 ghz spectrum which knocks out our security cameras which are wifi. I have reported their criminal activity to the police and sending videos as the police requested them based on our correspondence but since they are now much more discrete and appear to have moved the bulk of their drug operation to another location. As a result of my reporting, they are now knocking out our wifi security cameras every time we leave the house. We do not set any alarm so there should not be a sudden outage but all outages only occur when we are not home....literally out within 5 minutes of us leaving. They have a camera pointed at our front door so they know our schedule coming and going. In addition, I am disabled from a car accident so don't leave the house a lot. This means the cameras will work for days on end and then when we leave, they are off. Is there something that can be done to track this? I could almost certainly guarantee you that the cameras will be out all of the next 3 mornings as we usually go to the beach to surf and as soon as the car is packed, the cameras are out. I've spoken with the manufacturer (netgear) and they say it's jamming but they can't help. I've advised the local police but they aren't staffed for this and have asked for me to advise them what the FCC says when I contact them. The address of the jamming device is 16759 bayview drive, sunset beach, ca 90742. They have some shady businesses associated with this address as well - none of the residents has an outside job, they all "work" for themselves and have about 3-4 business names a piece. The latest appears to be peaceofmindadvisors.com which began as a penny stock and somehow (a surprise to financial reviewers) they raised \$180,000 in just one day last year to start their latest venture. The website is full of lies about their background and the only "employees" are the residents who appear to have a serious methamphetamine issue. Also, all neighbor's there were extremely upset when I installed the cameras last year. The cameras did help deter the buyers who used to come by dropping off copper fixtures, computers, etc. in addition, they have a friend, Jerry Nieto, down the street in audio video who has a patent for a device that would stop cameras recording for anti-piracy. He's confronted us about our cameras and security lights and is a frequent visitor there. His daughter was in jail for 6 weeks without bail recently presumably for her meth use (her scabs are bloody and scarred).

These people clearly have the know how, the incentive, and the ability to see when we are home or not. The outages have occurred on a minimum of 40 outings for us. I can tell you, if you have the ability to test on a weekend morning any weekend for the next two months both Saturday and Sunday, you will see interference. My brother is in it and has seen the video outages (green screens with vertical lines that usually only run a second or two even though they actually show as recording 2 minutes straight).

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**Ticket: # 1066709 - Internet Service**

**Date:** 7/2/2016 3:52:21 PM

**City/State/Zip:** Bonifay, Florida 32425

**Company Complaining About:** Centurylink

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**Description**

Internet and phone service is \$98 a month and we only get 1.5mb. I do not feel this is a fair price. I work from home sometimes with a laptop and I can't even upload and submit files most of the time. I would like to see something done. Better service or cheaper price for the crappy service we now receive.

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[Ticket: # 1066927 - Xfinity hijacked my computer](#)

**Date:** 7/2/2016 10:12:50 PM

**City/State/Zip:** Citrus Heights, California 95621

**Company Complaining About:** Comcast

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## **Description**

I have an Apple computer and when I clicked on Safari to access the internet Xfinity took over my computer and there was no way to get it off my screen. I was completely blocked from the internet for at least 15 minutes by Xfinity. I was held hostage by Xfinity.

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[Ticket: # 1066964 - connection and speeds](#)

**Date:** 7/3/2016 12:56:19 AM

**City/State/Zip:** Redmond, Oregon 97756

**Company Complaining About:** Centurylink

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## **Description**

frequent periods of disconnection and upload and download speeds that are inconsistent with advertised speeds

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**Ticket: # 1067240 - Local Interference causing packet loss, and poor upload speed's.**

**Date:** 7/3/2016 5:05:49 PM

**City/State/Zip:** Chesapeake, Virginia 23321

**Company Complaining About:** Cox

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## **Description**

Well I have been dealing with a ongoing interference issue in my area for many months now. A couple months back Cox did some work in the area, which most of it had no affect on the issue itself. But at least things were being looked at, and worked on. Well during that time, finally things did improve a good amount. However the issue was still showing itself at times, so the issue wasn't 100% fixed. I was happy as the issue was causing issue's maybe 5% of the time, instead of the normal 90+% of the time.

So a couple months went by, and then like two weeks ago now. I noticed I was dealing with lag while playing some games online. So I started looking into things, and noticed my upload speed's were yet again suffering. So I ran a program called Pingplotter, which can run a steady traceroute to any given ip address/website you enter. I choose to run it to cox's own website, as that keeps routing within there own network.

Within minutes of running Pingplotter to cox's own site, the program started picking up random dropped packet's across all hop's till reaching cox's destination hop. So with that data being collected, it shows the interference issue is back in full affect, once again. With that said, I'm back dealing with an unstable connection from cox. Packet loss due to interference, which is causing my connection to suffer, with upload speed's suffering greatly.

Local cox is full aware of this issue in the past, and I have talked with there local guy's a good amount in recent months. I currently subscribe to cox's highest residential internet package, which is there Ultimate tier. Speed's for that tier in my area is 300mbps down, 30mbps up. With this ongoing issue though, upload speed's struggle to hit 5mbps when trying to move data. That's less then 25% of what I subscribe to for upload speed, and I honestly find that unacceptable.

With all this said, I just want cox to be held accountable, to find, and fix this problem overall. As it seems so far things have only been patched up like a band-aid, with no clear solution, to the actual issue going on in my local area.

Also I created a thread on dsreports.com on the cox part of the forums, which was back at the end of march, and some cox employee's actual use the forums there as well, reason I started the thread there. After about a month, or so dealing with the issue at that time. I posted some info, and data about this ongoing issue in that thread. Here's the link.

<https://www.dsreports.com/forum/r30668239-VA-Ongoing-upstream-issue>

---

**Ticket: # 1067352 - Internet Gambling site CSGO LOTTO**

**Date:** 7/3/2016 9:35:16 PM

**City/State/Zip:** Austin, Texas 78704

**Company Complaining About:** Google

---

## **Description**

These guys stream themselves gambling on their on website without disclosing they own it  
<https://csgolotto.com/>

Tmartn Videos:

[https://www.youtube.com/watch?v=\\_V-dS...](https://www.youtube.com/watch?v=_V-dS...)

<https://www.youtube.com/watch?v=oqle-...>

[https://www.youtube.com/watch?v=\\_ILSu...](https://www.youtube.com/watch?v=_ILSu...)

ProSyndicate Videos:

<https://www.youtube.com/watch?v=-f6OF...>

<https://www.youtube.com/watch?v=tw-1...>

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**Ticket: # 1067449 - Consistently slow ATT speeds and unwanted modem restarts**

**Date:** 7/4/2016 1:38:06 AM

**City/State/Zip:** Florissant, Missouri 63031

**Company Complaining About:** AT&T

---

## **Description**

We've had 3 separate modems supplied to us by ATT and each one experiences connections issues that causes our internet speeds to drop to, occasionally, less than 1mbps. Calling and talking to customer service just sends out a different technician who changes the boxes out and tells us our service should no longer do this. I've talked with 3rd party companies (Blizzard gaming's help support) that have told me that any issues I might be experiencing seem to be originating somewhere in ATT's infrastructure. Two of the three modems they have supplied us with have also randomly and without being prompted to by a person have cycled off and on causing our house phone and internet to go out until it finishes cycling back on. The third modem, the current one, has yet to experience this problem but we have had it for a little over 2 days so far.

Attached is a speedtest.net screen capture showing frequency and an estimate of how long each time this problem occurs.



---

**Ticket: # 1067537 - Time Warner/Charter throttling bandwidth**

**Date:** 7/4/2016 10:30:20 AM

**City/State/Zip:** Louisville, Kentucky 40291

**Company Complaining About:** Charter

---

### **Description**

No help from TWC/Charter on the bandwidth throttling of my internet. They came out and wanted to get me a modem to rent and/or higher internet speed. My speed is fine it is the bandwidth they are messing with and they continue to knock my modem off line.

---

**Ticket: # 1067785 - Retaliation by cable one agaisnt users that report them.**

**Date:** 7/4/2016 3:18:13 PM

**City/State/Zip:** Dyersburg, Tennessee 38024

**Company Complaining About:** Cable One

---

## **Description**

After i reported cable one to the FCC my internet connection has become very unstable. On forums lots of cable one users have reported their internet connection has became very unstable after a report to the FCC. We believe that cable one is retaliating against users that report them. This needs to be investigated by the FCC and needs to stop!

---

**Ticket: # 1067911 - "Learning Quest" 529 education savings program**

**Date:** 7/4/2016 6:04:15 PM

**City/State/Zip:** Perryville, Missouri 63775

**Company Complaining About:** Charter

---

### **Description**

this company/site has been incessantly putting pop ups on computers. I cannot even go to a page without it popping up. it will pop up to no end, and I am not interested in anything that they have! make them stop this B.S.

thank you

(b) (6)

---

**Ticket: # 1067982 - iTunes purchases**

**Date:** 7/4/2016 8:08:56 PM

**City/State/Zip:** Buffalo, New York 14211

**Company Complaining About:** Apple

---

## **Description**

I have purchase a numbers of movies using various payment methods.

Now before I can view and movie I paid sometimes \$19.99 for I have to put in a valid credit card.

Why must I put in a valid credit card for movies I paid for with a gift card years ago.

This is holding my property hostage.

I can not download any movies, games or music I have purchased over the years without supplying a credit Card. I'm not purchasing anything. So now I need credit information just to view my property.

Damn shame what these big companies get away with. Sound like a class action suit to me

---

**Ticket: # 1067994 - Facebook scam**

**Date:** 7/4/2016 8:44:28 PM

**City/State/Zip:** Hermitage, Pennsylvania 16148

**Company Complaining About:** Time Warner

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### **Description**

Someone is hacking Face book accounts and sending messages saying we are eligible for federal grant money. They give a FB page to go to and ask you to fill out info. Then they so you are eligible for grant just send \$500 to receive \$90,000 the next day. They give a crazy name and country called Benni to send money to.

---

**Ticket: # 1068015 - Offensive SSID**

**Date:** 7/4/2016 9:59:01 PM

**City/State/Zip:** Charlotte, North Carolina 28216

**Company Complaining About:** Time Warner

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**Description**

There is an SSID called "Large Tits" in proximity to (b) (6), Charlotte, NC 28216

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**Ticket: # 1068175 - Clickbait titles on Internet**

**Date:** 7/5/2016 8:45:50 AM

**City/State/Zip:** Town, Massachusetts 01801

**Company Complaining About:** All

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## **Description**

Internet content is getting overwhelmed by deceptive and/or clickbait titles. Internet content should have users rate the deceptiveness of the title from 0 to 100%, and have the rating next to the title anywhere the title is a link.

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**Ticket: # 1068389 - internet connection interrupted by voice override**

**Date:** 7/5/2016 11:16:34 AM

**City/State/Zip:** Richmond, Virginia 23225

**Company Complaining About:** Comcast

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## **Description**

voice instructions on my computer during internet connection instructed me to stop my activities, that I had just been invaded by a bad virus, etc. and call (b) (6) which I did not. I suspected a troll trying to get inside my firewall if it could.

I just now, a few weeks later, dialed the number by cell phone, the answer did not state who received the call, or what service they provided. Finally, a voice answered and asked what I wanted. I said I was told to call this number because I had trouble with my computer. She said she couldn't find my number (she must have had caller id) and it must have been a miscall, to ignor. I was calling on my cell phone then.

This all sounds quite fishy to me, based upon some experience. No announcement of who is speaking, who I was calling when answered, no knowledge of call, non professional treatment on callback. Please investigate.



---

[Ticket: # 1068551 - Internet](#)

**Date:** 7/5/2016 12:34:58 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Frontier Communications

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## **Description**

Internet drops constantly.

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**Ticket: # 1077299 - Racist content by <http://dennismichaelylnch.com/>**

**Date:** 7/9/2016 10:07:34 PM

**City/State/Zip:** Tampa, Florida 33613

**Company Complaining About:** Frontier Communications

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### **Description**

The owner of this page has continuously posted insulting commentary about the President now he is victimizing the grief stricken partner of Philandro Castile. This is totally unacceptable.

---

**Ticket: # 1068866 - Internet issues**

**Date:** 7/5/2016 2:25:46 PM

**City/State/Zip:** Stout, Ohio 45684

**Company Complaining About:** Frontier Communications

---

## **Description**

I filed an FCC complaint 3 weeks ago for having 3 years of phone issues. Now not only have they not reimbursed me for the phone issues, but my internet was down last week for 2 days, and has been working intermittently since. I would like Frontier to fix this issue. My son is homeschooled, and without reliable internet service, he cannot do his school work on a timely basis. I would also like to be reimbursed for the phone issues from the last FCC complaint I filed.

CAN SOMEONE FROM THE FCC CONTACT ME? FRONTIER IS OBVIOUSLY NOT TAKING THIS SERIOUSLY.

---

[Ticket: # 1069732 - intermittent internet connectivity](#)

**Date:** 7/5/2016 7:40:17 PM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** Comcast

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### **Description**

I am paying for service that can go out in a moments notice. The connectivity may also slow to a crawl. I have two tickets open on the matter and no one has bothered to keep me informed of the progress or provide me with an expected resolution. In the meantime I am expected to continue paying. This is not fair!

---

**Ticket: # 1069153 - Unstable Internet Service**

**Date:** 7/5/2016 3:49:25 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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**Description**

Moved to new location 06/09/2016

Son present for technician to install service

Service installed incorrectly, put adapter box in great room, DVR in master bedroom.

Order was one adapter box for 2nd bedroom, DVR for master bedroom, \$9.95 a month box for great room (medium size), and a modem for internet service similar to what was at my old location. (A Total of 3 boxes and a modem)

Was told when I placed the order to transfer service, I had to bring in the equipment from the old location, because TN and MS are different.

Dropped off old equipment, and picked up \$9.95 a month box, got home installed on great room tv, called Comcast to have activated and it did not work.

DVR box in bedroom reboots and freezes almost 12-15 times a day, can never watch a show without this happening . and the internet is just unstable. While speaking to Comcast I was told i was told I needed a booster installed because the signal was not strong enough for the DVR box and \$9.95 box.

The phone representative made an appointment for a technician to come out on Wednesday June 29, 2016 between the hours of 5p-7p, and I was told they would call me before arriving to my home.

A technician called me at 4:55pm to say he was sitting outside my house, I told him I would arrive in 15 minutes, and that he didn't not call me before he arrived. He said he could not wait, and that I would have to reschedule.

Comcast automated system called me after the technician left to say that my technician was on the way.

I then pressed "0" for a representative, he told me he was escalating my issue to a supervisor, because the technician should have called before he arrived to my home, and they have a 15 minute window they can wait, which from 4:55 + 15 min, would have been 5:10pm, which would have been within that 15 minute window.

The representative told me someone would call me before the end of the day, to let me know when my new escalated appointment would be.

I have yet to receive a call, and my service is still very unstable. I did not bother to call again, because of the holiday, and I am very well aware of how they (Comcast) will lie and say someone is coming or will call and never do.

This is my 2nd complaint in regards to Comcast, the 1st was around Thanksgiving last year.

---

**Ticket: # 1069475 - Internet Down Four Days**

**Date:** 7/5/2016 5:28:59 PM

**City/State/Zip:** Renton, Washington 98057

**Company Complaining About:** Comcast

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**Description**

I was notified by one of my employees that one of our web servers went down following 4 more web servers. Saturday evening it was concluded that the internet was completely down.

We called Sunday and was assured it would be back up shortly the next day, however this did not happen like it was supposed to. We called Monday and could not get a hold of anyone.

Tuesday morning I called in 4 different times and was transferred 8 different times.

I spoke to a Laura in loyalty about cancelling my services and her response and attitude was "Oh well" type of attitude and then she stated you're within your 30 days to cancel then she places me on another long hold to come back and tell me that I would have to pay a cancellation fee.

I then spoke to Erika who hung up the phone when I asked to speak to a supervisor concerning the issue.

I run a web hosting business and internet is crucial to its success, so far my issue has not been resolved and I am tired of going back and forth with comcast employees who 1. Do not read, 2. Care about the customer 3. Internet up time for business class.

I need to be reimbursed for the customers I have lost, the time it spent to talking to comcast and the service outage. My company bills at a rate of \$175.00 an hour.

We lost 15 hours of our time total attempting to resolve this issue with comcast

---

**Ticket: # 1069528 - Suspected Jamming of Wi-Fi Internet**

**Date:** 7/5/2016 5:50:53 PM

**City/State/Zip:** Apple Creek, Ohio 44606

**Company Complaining About:** Centurylink

---

**Description**

I have experienced intermittent interruption of my Internet service since I moved to this address. I never had any difficulties before I moved to this address. I have discussed this with my Internet provider and they verified interruptions of service, but, after investigation, informed me that the problem was not my equipment nor their equipment.

---

**Ticket: # 1069636 - Extremely loud Internet commercials**

**Date:** 7/5/2016 6:36:31 PM

**City/State/Zip:** Mechanic Falls, Maine 04256

**Company Complaining About:** Msnbc App

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**Description**

I've contacted msnbc about their extremely loud increase in volume on certain ads on their app.

Please include the Internet on the CALM laws

. My ear is literally becoming damaged from the inconsistent volume! Thank you



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**Ticket: # 1069544 - Fraud || Noncompliance**

**Date:** 7/5/2016 5:57:34 PM

**City/State/Zip:** Tcity, California 96145

**Company Complaining About:** AT&T

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## **Description**

To Whom,

We implore FCC to put a cessation to this war at&t has created just because we refuse to agree to their fraudulent actions and they refuse to admit to them. Substantially over 1200 hours of belligerence / misrepresentation has not ceased. As you can see by the enclosed email exchange. We demand accountability. We have streams of evidentiary documentation, and digital recordings. By August of this year we've endured this unbearable experience for two years - nonstop.

We even requested at&t representatives refrain from their duplicitous communicative process to the intention of nonresolution as their actions exacerbates my severe bleeding ulcerative condition.

We have received no calls registered from at&t nor has Amber Craig appropriately responded to our Jun 28, 2017 email.

Clearly at&t continues to misrepresent their intentions to rectify their countless fraudulent actions; own up to their malfeasance or rectify through restitution.

As customers of at&t for decades their behavior requires correction which we hope FCC will provide in response.

Sincerely,

(b) (6)

Following are the two emails of the aforementioned concern.

On Jun 28, 2016, at 8:09a we responded to Amber Craig's email of Jun 20, 2016, at 7:51a:

(b) (6)

Your company has been predictably off point and reprehensible. We were expecting an immediate morally accountable reaction for the behavioral actions of at&t. These are not my concern[s] but yours.

Your reaction purports an unsolicited rhetorical response ironically consistent with the actions of our complaint.

Should you directly wish to address restitution; the allegations against at&t and relevant employees we are interested in hearing what you have to say via email. You are more than welcome to facilitate those to us. You have our email address. We will listen with due respect.

Sincerely,

(b) (6)

On Jun 20, 2016, at 7:51a email from at&t representative (b) (6) :

(b) (6)

My name is (b) (6) and I work within the Office of the President for AT&T. Our job is to resolve issues on behalf of senior leadership for the company. I will be your point of contact on your issue through resolution.

I recently received some information from the FCC regarding a concern you had about your wireless account. I've attempted to reach you at your cell phone number and have been unsuccessful in reaching you, unfortunately.

I apologize for any inconvenience you have experienced related to this issue and appreciate the opportunity to assist you. My number is (b) (6), or you can e-mail me at (b) (6).

Thank you,

(b) (6)

---

**Ticket: # 1069649 - Extremely high packet loss and ping**

**Date:** 7/5/2016 6:42:14 PM

**City/State/Zip:** Birmingham, Alabama 35209

**Company Complaining About:** Bright House

---

## **Description**

I've had techs from Brighthouse out here probably 20+ times this year. Each time they come out they find something wrong with their line and a couple of times have had to make maintenance appointments to repair the tap or something. The most recent tech said it was my modem that was the issue because their network works on 16 downstream channels but my modem was 8, so the tech recommended that I swap to the best tier of the brand of modem that I owned (I had a Arris Surfboard 6141 and he recommended the 6190, because I did not want their modem due to them having bad reviews and being generally terrible in the past) and that cost me 129.99, but I've still been having the same issues.

---

[Ticket: # 1070000 - hacking and cloning of my personal cell phone.](#)

**Date:** 7/5/2016 10:43:47 PM

**City/State/Zip:** Los Angeles, California 90015

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### **Description**

I would like to inform you that persons that I have previously complend about have cloned  
My cell phone please handle thid problem

---

**Ticket: # 1069943 - Unstable and Unusable Internet****Date:** 7/5/2016 9:57:32 PM**City/State/Zip:** Hamburg, New Jersey 07462**Company Complaining About:** Centurylink

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**Description**

Service becomes borderline unusable more times than not, mostly at night around 10pm. The connection is not stable enough for me to do practical things, along with the advertised 10mbps download speed dropping down to 5 or sometimes even 1mbps. This happens consistently almost every day. I've called numerous times, I've had a technician out to my house four separate times and each time he says its not a problem with me its a problem with the company.

---

**Ticket: # 1070059 - Bullying harassment**

**Date:** 7/6/2016 12:17:34 AM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** Comcast

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### **Description**

Use of the Internet to show disrespect and harassment. I have not "friended" the funding was sent in the AM and is normal to acknowledge in an half hour. The funding was not acknowledge or funded.

---

**Ticket: # 1070063 - Wireless network issues****Date:** 7/6/2016 12:29:59 AM**City/State/Zip:** Sunnyvale, California 94089**Company Complaining About:** N/a

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**Description**

We are Datera, Inc., a US based company, backed by Khosla Ventures, headquartered at (b) [REDACTED] Sunnyvale CA 94089. Since we moved into this location, in April 2016, we have been experiencing frequent issues with our wireless network. These issues have been extremely disruptive to our team a team of over 50 full time employees, as well as customer related, revenue impacting activity. We have investigated the issue at length and with full support of our equipment vendor (Cisco). The issues we are experiencing are de-authentication attacks against our wireless networks, tens to hundreds of times a day on both frequencies are are using (5GHz and 2.4GHz). These issues are typically caused by nearby wireless networks configured to perform rogue containment. We have attempted to resolve this issue by directly contacting and engaging with all other tenants in our building, and our property management office, without any success. Since this type activities are prohibited and subject to enforcement by the Federal Communications Commission (FCC), we are bring it to your attention. Thank you very much in advance.

---

**Ticket: # 1070068 - Service Leakage - Comcast**

**Date:** 7/6/2016 12:37:42 AM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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### **Description**

We have been without internet service for three days. When contacting customer service again regarding the issue I was informed that there is a signal leakage and it will be minimum of 4 days up to 8 days before someone resolves it and restores my service.



---

**Ticket: # 1070124 - privacy**

**Date:** 7/6/2016 4:59:14 AM

**City/State/Zip:** Jessieville, Arkansas 71949

**Company Complaining About:** Hughes Net

---

## **Description**

the tv and radio broadcasting around my area have been harassing me for some time. it includes quit calls remarks, suggesting in proper things such as trusting them to open your butt/keeping your penis up. throwing towards a kids room or your not welcome. hearing remarks made only in the privcy of my home. it started with brenda oxford, and abc morning show, then progressed to bekkah, and matthew waddle cyberbullying and following her behavior. my personnel privcy is being violated. need help

---

**Ticket: # 1070228 - Comcast Internet**

**Date:** 7/6/2016 8:42:14 AM

**City/State/Zip:** Miami, Florida 33169

**Company Complaining About:** Comcast

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## **Description**

I believe that Comcast is unlawfully monitoring and actively manipulating my internet service access.

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[Ticket: # 1070446 - Loud Commercials that Stream online.](#)

**Date:** 7/6/2016 10:58:24 AM

**City/State/Zip:** New Rochelle, New York 10801

**Company Complaining About:** Taxassurances, Llc

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### **Description**

Please get CNN, MSNBC and CNBC to lower the volume on their commercials that stream online.

---

**Ticket: # 1070475 - Broken promises and extra charges for services**

**Date:** 7/6/2016 11:13:38 AM

**City/State/Zip:** Byram, Mississippi 39272

**Company Complaining About:** Comcast

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## **Description**

I have been with Comcast for a few years now and I have been told so many different stories. My internet went out while I was working on a test for class. There was no notification. They promised me I would have a \$25 credit on my next bill. I never seen a credit. I called back and they had no notes regarding a credit. I have been paying the same amount since being a customer. I have been told so many lies. I finally just told them to take away my phone service. Just leave the internet. I am paying the same price as if I had both. They told me that I was on the triple play. I have never had all three services with them. They was suppose to check to make sure. A manager was suppose to call me but never did. I am so frustrated with Comcast. I have had phone and internet issues. I have had wires that were not buried in the ground. So many issues with broken promises. Please investigate this ongoing issue.

---

**Ticket: # 1070593 - ATT FRAUD INTERNET, CHASE BANK DEBIT CARD MISSUSE BY ATT BILLING**

**Date:** 7/6/2016 11:51:38 AM

**City/State/Zip:** Ypsilanti, Michigan 48197-4734

**Company Complaining About:** AT&T

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**Description**

NOV 4TH 2015 ATT SERVICES PHONE CALL FOR SERVICES PROVIDED ON NOV 5TH 2015 I ASKED AGAIN MONEY NEEDED UPFRONT OR AFTER 1ST MONTH. WAS TOLD AGAIN AT THE END OF THE FREE MONTH.

ATT SET UP A MISUSE OF DEBIT CARD 25 NOV 2015. CAUSING CHASE BANK ACCOUNT TO BE MADE PROBLEMS CUZ I ALREADY HAD ACH INS PAYMENT TO TAKE OUT 27 TH OF MONTH. ATT MISUSED MY DEBIT CARD. THEN SUBSEQUENTLY AFTER WARDS I AM BOOTED 2 TIMES THEN SWITCHED BETWEEN BOOTUPS TO WIN 10 PRO FROM A 12 HOUR PRIOR TOTAL REBOOT. ONLY TO ASK FOR A PASSWORD CHANGE.

CHASE BANK WAS NOTIFIED FRAUD.. I DOUBT THEY DID ANYTHING. BUT TALK.

ATT DOESNT PROVIDE THE INTERNET SPEED THEY CLAIM ONE INTERNET SPD TEST 14 MGH WHILE THE ATT NETWORK SPPED TEST STATED 30.30 AND UPLOAD .014

RAZER SYNAPSE DEVICES LOOSE CONNECTION TO THEIR SERVERS AND THEN RECONNECT CAUSING MY CLOUD BASED SETTINGS TO BE RESET.

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**Ticket: # 1070738 - ATT mobile web proxy blocking IP address****Date:** 7/6/2016 12:42:50 PM**City/State/Zip:** San Diego, California 92109-2232**Company Complaining About:** AT&T

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**Description**

My club's website at (173.230.252.58) - domain : "sdh3.com" is being blocked on ATT's mobile network. AT&T proxy server is returning a 403 (Prohibited Site) error. Problem is NOT DNS related as you can type in the physical IP address on LTE network and get the error. ATT says there is no way they can remove the block, and that there is no one that one can speak to as to find out why it is being blocked. All they tell ATT mobile customers is that, once blocked - it can never be unblocked. Problem is observable on entire national LTE network for ATT. Club web site does NOT use a lot of bandwidth and is NOT dynamic. Only "work around" appears to be going with a different host provider (different IP address) leaving our current IP address "dead" since the ISP won't be able to use it for businesses who want a mobile presence. In that the issue effects a physical IP address - it most likely is a firewall issue... but ATT refuses to provide any way to resolve the problem (other than changing our host provider - IP address). NOTE - web site IS accessible on ATT U-Verse - the problem is specific to mobile network.

---

**Ticket: # 1070930 - Poor Internet Service - Charter**

**Date:** 7/6/2016 1:40:55 PM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Charter

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### **Description**

I've had poor internet service from Charter for the last 6-9 months. Charter has admitted many technical issues in the area but has yet failed to resolve them even though I have paid them \$150+ dollars every month for bundle services (TV, Internet, phone). Very poor poor service whereby I've felt ripped off my money by Charter. During the last week, I've changed providers to ATY&T Uverse for which the service is awesome.

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**Ticket: # 1071053 - Complaint against M.B.M.A Designs**

**Date:** 7/6/2016 2:28:21 PM

**City/State/Zip:** El Cajon, California 92019

**Company Complaining About:** Cox

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## **Description**

I have tried to unsubscribe myself multiple times from MBMA Designs spam emails. I continue to receive emails from MBMA Designs.

What do I do now?



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**Ticket: # 1071105 - Telephone and Internet outages, constantly.**

**Date:** 7/6/2016 2:50:29 PM

**City/State/Zip:** Burkesville, Kentucky 42717

**Company Complaining About:** Windstream Communications

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## **Description**

Erratic and constant interruption of telephone and Internet service with little to no regard to customer complaints causing grave danger to customers who can not rely on it and need 911 services for heart/health emergencies and Internet to transmit health data and to work from home. My livelihood depends on constant internet and phone services. I have called Windstream repeatedly about this lack of service and to get it corrected. They say they will send out a tech. This has been going on for literally years! It is happening to every one in this general area. We have NO cell phone service in this area so it is extremely important that we have a telephone line and Internet for emergencies and so I can work from home.

Both of the resident's at this home are heart patients and our HEART MONITORS depend on the telephone/Internet to transmit data at an instant's notice to our doctors.

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**Ticket: # 1071132 - Frontier Communications Tampa FL**

**Date:** 7/6/2016 2:57:29 PM

**City/State/Zip:** Tampa, Florida 33647

**Company Complaining About:** Frontier Communications

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## **Description**

It took me 3 weeks to get my internet/T.V. installed in my apartment by Frontier. Installation was on 6/24/16. The installer gave me no paperwork and told me that I would be billed. On Friday 7/1/16 I had no internet and I had no Television. I have called at least 5 times since Friday July 1, 2016 and I am on long holds. Currently I am told that I am not in the Frontier Communication system and it looks in their computers that I am still at the to be installed level. I have asked repeatedly to have a supervisor call me back and I have received no calls and as of today July 6, 2016 Frontier customer service can not find my name, my landline number @ (b) (6) that they installed. I am still not in their system and I have a 2 year contract per a telephone call when I ordered the service. I use the internet for my business as I am a contract person and this is the worst service I have ever received or been a part of a company (Frontier Communication) that is conducting inappropriate business with me. I am a very patient person but I am perplexed that a company can buy out Verizon and have extremely poor service. If you can help me I would greatly appreciate it. I shouldn't have to pay for non service and the inconvenience by individuals who are poorly running a company called Frontier Communications.

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**Ticket: # 1071344 - Lack of effective response from Comcast****Date:** 7/6/2016 4:14:47 PM**City/State/Zip:** Doral, Florida 33178**Company Complaining About:** Comcast

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**Description**

My internet went down on Friday July 1, 2016 due to a thunderstorm, this was immediately brought to their attention and a technician was scheduled for Sunday July 3. He arrived and went over the house and determined that the problem wasn't in the house but in the pole, that another type of technician had to be sent, and said that it won't take longer than 24hrs to be resolved since it's affecting more than 8 people in the residence. I called their Customer Service that same day and they told me that it actually won't be fixed until next Tuesday July 5. That Tuesday I called again and they gave me a time frame of another 24hrs. Today Wednesday I called again and now this time they said they don't have an estimated date of resolving the ticket, however it won't take them longer than July 17th. I want to make clear that this new date is not a post evaluation date, where they considered that fixing the problem would take them longer than initially expected, the technician has not gone once to fix it and what's got me more concern is the fact that they don't have a date set for it either. Not only they haven't met their part of providing the service contracted from us, they have not been transparent, shown no concern and/or respect at all. I work from home and have been forced to take 2hrs long drive to work everyday for this reason, and just like me there might be other neighbors with the same situation and we're not being compensated for the lack of response from Comcast.

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**Ticket: # 1071416 - usatoday has no unsubscribe option**

**Date:** 7/6/2016 4:42:02 PM

**City/State/Zip:** Yeper, Texas 77354

**Company Complaining About:** Comcast

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## **Description**

I have been trying to unsubscribe from all usatoday.com emails for over a week. Usatoday.com has NO working unsubscribe option. They expect a phone call apparently but I refuse to give them my phone number for the same spam reason. Please make them stop and please force them to fix their always broken unsubscribe links. AFTER ALL IT IS THE LAW AND THEY DO NOT FOLLOW US LAWS! I BET YOU CANNOT STOP THEM FROM BREAKING THE LAW IN THIS WAY. Thank You

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**Ticket: # 1071447 - verizon internet**

**Date:** 7/6/2016 4:52:05 PM

**City/State/Zip:** Pittsfield, Pennsylvania 16340

**Company Complaining About:** Verizon

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## **Description**

my internet went down Thursday 6/29/2016 I reported 7/2/2016 to Verizon.

when I reported they said they would call and let me know what the plan of action was. didn't hear from them called 7/3/2016 they said someone was coming on 7/4/2016 I said tomorrow they said yes. I call 7/5/2016 and they said there was no workorder should be fixed. I asked if someone was sent out they said no. then they promise to have it fixed within 12 hours. the internet is still down. the service goes down every three weeks and they have the monopoly in our area

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**Ticket: # 1074142 - spam/unwanted emails**

**Date:** 7/7/2016 7:36:53 PM

**City/State/Zip:** Long Beach, California 90802

**Company Complaining About:** Time Warner

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**Description**

getting multiple emails from: (b) (6)

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**Ticket: # 1071662 - Unlawfully block content and access**

**Date:** 7/6/2016 6:32:28 PM

**City/State/Zip:** Miami, Florida 33169

**Company Complaining About:** Comcast

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### **Description**

I have strong reason to believe that my ISP (Comcast) is actively manipulating my service access too certain content.

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**Ticket: # 1071668 - Go Daddy Fraudulent credit card charges**

**Date:** 7/6/2016 6:37:45 PM

**City/State/Zip:** Heber City, Utah 84032

**Company Complaining About:** Centurylink

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## **Description**

I have purchased several domain names with Godaddy.com and have even prepaid for a few several years in advance. When I tried to cancel a few of the domain names that I am not using anymore they requested certain business information to prove that I was the owner of the domain names that I wanted to cancel. I provided what they asked me to provide and they still denied me saying that they were not able to process my request. I could not delete my automatic payment information without putting in another credit card to replace the one I wanted to remove which in a sense is high jacking my financial freedom to purchase a product. There is no contract to force a person to buy their product so I had to go to the bank and cancel my debit card to avoid the unauthorized charges to my card. Since then they have now parked my main domain that has been paid for and are now requesting that i pay a \$60.00 reinstatement fee to allow my domain to be viewed.



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**Ticket: # 1071834 - Hazardous condition/ no internet**

**Date:** 7/6/2016 7:51:12 PM

**City/State/Zip:** El Paso, Texas 79938

**Company Complaining About:** AT&T

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## **Description**

Switched to att from twc, field tech came on Friday 7/1/2016 to install Internet but was having trouble was at my house for about 4 hours to just say he would be back left and 5 days later still haven't seen him or gotten Internet, he left exposed cables inside and outside my home as well as a mess on the side of my house. I keep calling tech support but they are no help and keep telling us someone will be out the next day but have yet to see another tech just keep getting run around.

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**Ticket: # 1071879 - INTERNET SERVICE****Date:** 7/6/2016 8:26:46 PM**City/State/Zip:** Houston, Texas 77007**Company Complaining About:** Virgin Mobile

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**Description**

I have VIRGIN MOBILE as my Mobil 2 go... They keep changing my service from the \$55.00 UNLIMITED SERVICE that I have had for over 10, that is TEN YEARS. The last 6 months they keep changing it from a \$55.00 a month to a \$50.00 This last month they say they did not get my payment, even though it was pulled out of my bank account, and my bank says that they got it. So once again they changed my \$55.00 a month to a \$50.00 limited account. It take a lot of time )ON MY WIRELESS LIMITED MINUTES MOBIL PHONE) to get it corrected... THIS MONTH is is NOT corrected because they said I had a \$5.00 balance. on my \$50.00 account. I can never get the "same" person and let alone a supervisor to try to get it corrected.

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**Ticket: # 1072130 - Consistent issues with Comcast services****Date:** 7/7/2016 1:59:45 AM**City/State/Zip:** Southaven, Mississippi 38672**Company Complaining About:** Comcast

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**Description**

Before I begin, I selected interference for my issue, but could have easily selected billing, equipment, availability, and speed as well.

For the past 7 months, I have had severe issues with my Comcast service. Starting in January I had outages so regular that I could plan my usage based on the time of day because both my Internet and television services would stop at 8:15 am CST and remain off until 11:15 am. After that window, the services would become intermittent for the remainder of the day, and finally become steady around 9:30 pm. I called Comcast multiple times a day for those months and only received partial credit due to my services working overnight. It wasn't until having to credit my account that a technician was sent to resolve the problem.

While dealing with those issues, I discovered on one of the calls that I had a past due amount on my account and they would not speak to me while it was due. I explained that I had automatic billing setup, and it had been that way for years. I was first told that my card probably expired and I would have to set the service back up, however the card would be good for another year. I was then told that they could not see where I ever had that service but would walk me through the process. When I explained that all my bills showed automatic draft, the story changed that they could see where I canceled it myself days before the bill was due but would show me how to fix it. When I explained that I had not removed it, the fee was waived. Days later I logged back in and saw where Comcast had entered my payment information despite my expressed wishes to never let them have that control again.

My last issues began on May 10th of this year. I was with my wife I the hospital where she was having her second brain surgery to remove a golf ball sized brain tumor. When there I got a notification that my service was not connected, but I had to wait and call them until after she was released, from the hospital. When I called, I discovered that Comcast found a problem with an ingress leakage and placed a filter on my line to stop it. A technician came out the next day to correct the problem.

Two weeks later, my service was interrupted again and I received the same answer as before, an ingress leakage corrected by a filter. The technician came out, fixed some wiring, and removed the filter. He was unable to explain why that wasn't caught two weeks prior.

Finally this evening my service was interrupted again. I called customer service and received the same answer about an ingress leakage. I have now had the same problem three times since May. This time we will have to wait another four days before someone comes out to correct the problem, but the upsetting part is that I was home all day and would have gladly let someone come in to fix the problem had they bothered to ring the doorbell.

As I have said many times to different representatives, the main issue is that I have no valid options in my area. AT&T offers extremely slow packages in my part of the neighborhood, while they have full speeds and television packages around the block and soon will have a fiber build out every where but my street. Competition breeds improvement, regardless of what Mr Patil says, and without that competition I have a \$200 service that has less than a 50% uptime.

I don't ask for much, I am a man who has left his career to be a full-time caregiver of his terminally ill wife who has a grade 4 glioblastoma. I can't even look at telecommuting or remote contract work because I don't know if I'll have a service I paid for for more than an hour. Even this message had to be typed on my cell phone because I have nothing else. I am trapped in a useless monopoly with no hope for better options besides moving, and my wife is so sick that I couldn't possibly justify moving her just for better TV and Internet.

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**Ticket: # 1072138 - Frontier Communications always down**

**Date:** 7/7/2016 2:39:59 AM

**City/State/Zip:** Cave Junction, Oregon 97523

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier Communications (the network I am paying for) is always down and today it was down for 24 hours. It goes up and down daily. And we pay for this?

They send someone out and I am told it is fixed and the next day my DSL Box shows the red button yet again meaning it is down yet again. We shouldn't have to ask for a refund it should be given.

Every customer service rep should be given the same info if our area is down so people are not all saying they heard different things when I talk to my neighbors. The speed is always slow and they tell me they can't do any better for my area but they always promise they will do better than anyone else. I feel humored but not given the service I pay for

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**Ticket: # 1072198 - Illegal porting of land-line telephone number by Verizon Wireless**

**Date:** 7/7/2016 4:52:41 AM

**City/State/Zip:** Cedarpines Park, California 92322-9171

**Company Complaining About:** Frontier Communications

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### **Description**

My land line telephone number (FRONTIER) has been usurped by Verizon Wireless without my permission to do so.

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**Ticket: # 1072641 - New FCC privacy proposal huge burden to small ad networks like us**

**Date:** 7/7/2016 11:58:16 AM

**City/State/Zip:** Mamaroneck, New York 10543

**Company Complaining About:** Katon Direct And Adfire.io

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## **Description**

<https://adexchanger.com/online-advertising/fcc-enters-online-privacy-food-fight-hits-brands-square-eye/>

This article details how your proposal would really destroy our business and similar businesses like us. We just got off the ground and are doing business with pharmaceutical companies. Because of your pharma regulations, we have had to change our demand side platform provider, incurring huge costs. I am so scared that we're going to have even worse issues with our advertisers if another regulation gets passed that makes consumers opt in to data. It's just data. It's not a big deal.

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**Ticket: # 1072648 - Identity Theft and Possible Theft of Service**

**Date:** 7/7/2016 12:00:52 PM

**City/State/Zip:** North Cape May, New Jersey 08204

**Company Complaining About:** Dish Network

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## **Description**

Nearly one year ago, my neighbor, Deidre, placed an order with Verizon to receive a tablet. I received a call from Verizon because there would be a back order. I inquired how was this accomplished and was told that it was ordered on line. I informed the CSR that I don't have a computer and did not order this device and I want it cancelled. Verizon cancelled the order. Did anyone check the IP address on Deidre's computer?

The same neighbor is probably stealing satellite service from Dish Network. I use to have satellite and cable but I had to get rid of it because this neighbor complained that I was interfering with her service. However, she is jamming up everyone's else signals.

The neighbor's address (b) (6), (b) (6), NJ 08204

## **Resolution**

I can also be reached on my cell phone (b) (6)



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**Ticket: # 1072829 - XFINITY interference with my home ATTUvers Wifi**

**Date:** 7/7/2016 1:09:17 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** AT&T

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## **Description**

XFINITY seizes my internet connection when I turn on my iMac computer, and our two iPhones and our iPad. I have to clear XFINITY from my iMac; and often must reset our other devices by entering ID and password. This is intrusive, frustrating and time consuming. I called XFINITY (Philippines!) and received a ticket number (CR607104727), but no guarantee that the condition would be corrected. They told me it was a "Hot Spot" program. Please stop XFINITY's actions.

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**Ticket: # 1072854 - Comcast Internet Data Cap**

**Date:** 7/7/2016 1:19:13 PM

**City/State/Zip:** Chicago, Illinois 60634

**Company Complaining About:** Comcast

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**Description**

I've just received a notice from Comcast about placing a data cap on my Internet service, of almost half of my monthly data usage. The only way to lift the cap is for me to pay them an extra \$50 each month, or get charged \$10 for every 50GB over the limit.

I've been paying for their top offer because my house hold has 5 people constantly using data for movies, gaming, and many other things. I should not have to pay extra for something I've already paid for. This business practice is unexceptionable. Have they not been the only ISP in my area, I would have been forced to give them my money.

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**Ticket: # 1091792 - My ISP is trying to drop my account****Date:** 7/19/2016 10:16:42 AM**City/State/Zip:** Syracuse, New York 13203-2272**Company Complaining About:** Virgin Mobile

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**Description**

My ISP provider, Virgin Mobile, is trying to force me into dropping my account with them. My internet account is suppose to provide me with 3G/4G LTE wi-fi connection with unlimited access. But recently they have cut off my ability to connect to 4G limiting my internet access to 3G only. They are also throttling my account to less than 35 Kbps and I often can't get connected at all.

They throttle me to the point that I cannot use any of my accounts. I can't use my medical device on the internet and must go to the doctors office to let them read it. This makes me wonder about people with pacemakers, first responders on call or even military personnel on leave. If first responders or military personnel are being messed with like I am then, this is a National Security issue.

My current wi-fi connection is now so slow that, if I try loading the web page for CNN News (<http://www.cnn.com/>) it will take 15 minutes or longer to load, And when the page finally does load, the layout of the page is completely screwed up and unusable. I am disabled and can't get out much so, I rely heavily on Amazon for much of my shopping needs. When I try to order something from Amazon, it now takes me 3 or 4 attempts to get my order through. It often takes so long to load a page that, the page will time out and I have to start over again.

When I run the AT&T Internet Speed Test ([www.att.com/speedtest/](http://www.att.com/speedtest/)), the average test results are: Download Speed 0.28 Mbps (35.6 KB/sec transfer rate) and Upload Speed 0.38 Mbps (47.9 KB/sec transfer rate). i.e. Downloading a 5mb mp3 file would take about 2 minutes and a 35mb video clip would take about 14 minutes. My Virgin Mobile account does not currently even qualify as a 3G network because, to be qualified as a 3G network the peak transfer rates must reach 200 Kbps.

When I call tech support they will ask me if I was currently connected to the Internet and when I say yes, they give me the spiel about how I was over my data limit (A data limit is not in my original contract but, unlimited access is). They then tell me that I was connected to the internet and that is all they had to do. Apparently as long as I can connect to the internet, they feel they are fulfilling their obligation,

(b) (6)

(b) (6)

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**Ticket: # 1073367 - Internet hacker**

**Date:** 7/7/2016 3:21:41 PM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Verizon

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## **Description**

A person whose e-mail address file is in my computer has been hacked. The hacker now is now sending me e-mails that lock up my computer and threaten me that I must phone them and have them release and correct my computer. They use the e-mail address of my friend to get me to open their e-mail. They state the problem is error # 268D3, and their phone number is (b) (6) The e-mail address of my friend that the hacker is using is (b) (6)

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[Ticket: # 1073460 - Loud Commercials that Stream online.](#)

**Date:** 7/7/2016 3:51:09 PM

**City/State/Zip:** New Rochelle, New York 10801

**Company Complaining About:** Optimum

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### **Description**

Please tell MSNBC, CNBC, Bloomberg and CNN to lower the sound on their commercials that stream online.

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**Ticket: # 1073684 - email**

**Date:** 7/7/2016 4:55:43 PM

**City/State/Zip:** Aliso Viejo, California 92656

**Company Complaining About:** AT&T

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## **Description**

ATT deleted the email address (b) (6) without my authorization and for the last two weeks I have been trying to recover it by contacting them over the last couple of weeks without success I even trying getting a new account with them and still I am able to retrieve the address. I don't understand what gave ATT the right to delete my email address (b) (6) without my authorization and all my contacts were lost for personal business and universities.

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[Ticket: # 1074155 - Customer service at Comcast pertaining to my internet](#)

**Date:** 7/7/2016 7:42:24 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

Going through a protocol with Comcast for three hours on the 7/6 and 7/7 after speaking with several customer servicer , basically on the phone for three hours timed about my service. I was to get a promotion which never worked my bill ended up being higher then usual. Customer service takes about three hours timed between collections, billing , technical issues .

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**Ticket: # 1074463 - Xfinity**

**Date:** 7/7/2016 10:55:46 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Centurylink

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### **Description**

I accidentally clicked on Xfinity.....it literally took over my computer. I could not get rid of it, and I couldn't go to any other web sites. Had to take my computer to the Apple store to have them remove it. This is unacceptable! I do NOT have service with Xfinity.



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**Ticket: # 1074417 - Horrible Local Internet Provider**

**Date:** 7/7/2016 9:57:43 PM

**City/State/Zip:** Crumpler, North Carolina 28617

**Company Complaining About:** Skyline Corp.

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**Description**

I have two issues, the first, and main, the internet is always dropping consistently and if it doesn't just turn on and off, my ping will go up in the hundreds for a little while. My second issue is rarely will I get 12Mbps like I pay \$75/month for (they're the only internet around here so I have no choice). I only get 12Mbps when I do Speedtest by Ookla, but at the very end of the download. It stays around 6-8Mbps for the most part.

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[Ticket: # 1074446 - Comcast data cap](#)

**Date:** 7/7/2016 10:24:35 PM

**City/State/Zip:** Woodstock, Illinois 60098

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

If the internet is truly a human right, as said by the UN, how can it be legal it impose these limits.

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**Ticket: # 1074512 - Comcast Forcing New Data Caps**

**Date:** 7/7/2016 11:39:46 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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**Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As the owner of a sole proprietorship, I cannot afford their business packages or their data cap overage fees. I do freelance web design and must upload hundreds of gigabytes of content and development efforts backup online.

Now that Comcast is restricting my usage of data, that means I either have to:

- pay overage fees, which I cannot afford.
- upgrade my internet service, which I cannot afford.
- stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create.
- move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially lose my business

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**Ticket: # 1074557 - Comcast-1 TB Data Cap in Chicago**

**Date:** 7/8/2016 1:01:37 AM

**City/State/Zip:** Chicago, Illinois 60618

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially because Comcast is the only ISP that services my apartment building. I cannot get any other internet or cable provider service in my apartment building.

In 2015, I entered into a two year contract with Comcast, whereby they would reduce my monthly charges if I agreed to sign a two-year contract. If I decide to cancel this contract, I will be charged a large fee. Comcast is changing the terms of the contract that I entered into with them by adding this data cap, which I believe is a breach of contract. There was no data cap in the two year contract I entered into with Comcast. Now I am stuck with this contract and if I decide to get rid of Comcast, I will have to pay a fee in addition to my regular charges.

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**Ticket: # 1074891 - Comcast Is Cheating**

**Date:** 7/8/2016 10:49:11 AM

**City/State/Zip:** Skokie, Illinois 60076

**Company Complaining About:** Comcast

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## **Description**

I think it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

Internet usage is on the rise across the nation, and it is awful of Comcast put in a data cap limitation that everyone will start hitting a few years down the line as high definition video streaming becomes more and more mainstream.

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**Ticket: # 1074918 - Smart City Networks blocked personal hotspots at Colorado Convention Ctr June 2016**

**Date:** 7/8/2016 10:55:55 AM

**City/State/Zip:** Ga Georgia, Georgia 30701

**Company Complaining About:** T Mobile

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**Description**

As an exhibitor at the ISTE trade show in the Colorado Convention Center, Denver CO, June 27-29, 2016, we attempted to use personal WiFi hotspots for Internet, as we do at every other show.

Smart City Networks was the official Internet provider for the show, charging \$800 per vendor for advance orders, or \$4,000 if ordered on-site. It seems that they were using blocking technology to prevent the use of personal hotspots and cell phone tethers on the floor to force vendors into paying their over-inflated prices.

We have SIM cards that connect to T-Mobile, Sprint, and AT&T and use a high-end 3G/4G router for the connection. The connections all worked fine the evening before the exhibits opened so we know there was a strong signal at our location on all carriers. Once the show opened, all 3 carriers networks became unusable. Even after the show closed and attendees had exited at the end of the day, the service did NOT improve, showing that it was not a matter of simple overload from too many users (especially since it affected T-Mobile too, which is a less popular carrier and would not have the same traffic flood as the larger providers). By contrast, we have used these personal hotspot connections at every other major trade show in various cities for the past 2 years without problem, yet this is the first one where Smart City Networks was the provider. It seems quite likely that Smart City was using blocking technology again at this show.

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**Ticket: # 1075005 - Unsolicited texts**

**Date:** 7/8/2016 11:32:06 AM

**City/State/Zip:** Columbia, Missouri 65202

**Company Complaining About:** Verizon Wireless

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### **Description**

I keep getting text messages from an autodialer saying that a claim has been made against me, when I try to call the number it asks me about a payday loan no option to opt out or know company name, I received 7 texts from 4-5pm yesterday and two in the last hour.

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**Ticket: # 1075058 - Poor internet despite good coverage**

**Date:** 7/8/2016 11:49:58 AM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** AT&T

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## **Description**

I believe that the JW Marriott in Palm Desert, CA may be blocking cellular wifi. I have at times 4-5 bars of reception and LTE coverage however the Internet is VERY slow for me on my cell phone and tablet, however there is paid wifi coverage that when connected to is very fast!

I am attaching a screenshot from my tablet showing the coverage bars and it's still loading the FCC page this is after I have filled out all of the information on this page and it still has not finished loading



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**Ticket: # 1075145 - internet issues**

**Date:** 7/8/2016 12:18:40 PM

**City/State/Zip:** Lexington, Kentucky 40514

**Company Complaining About:** Time Warner

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## **Description**

I keep getting system error x83xj.xyz.says. A company keeps hacking my computer system telling me I have a virus and to call (b) (6) and let "THEM" fix my problem. When I call they want to take control of my computer and charge me to fix it. I tell them I have sufficient spamware on my computer and to stop hacking my computer or I will turn them in. Well they have done it twice now so I am turning them in. Please contact this company and stop this illegal hacking! Thanks. (b) (6)

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**Ticket: # 1075307 - Internet Outages****Date:** 7/8/2016 1:07:10 PM**City/State/Zip:** Lutz, Florida 33558**Company Complaining About:** Frontier Communications

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**Description**

I have had constant service outages and it takes approximately 12-15 calls to get some answers and the technicians cancel the calls without contacting us and making us loose work hours. They were supposed to give credit and still haven't seen it. I have had 4 outages in just a couple of months since Frontier took over Verizon Fios in Tampa. They wont even let me change my service without penalty - \$182.00. My total calls to Frontier are over 60 and about 45hrs on the phone.

---

**Ticket: # 1075284 - FNA Group use of a wifi jammer**

**Date:** 7/8/2016 12:56:08 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Fna Group

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## **Description**

The employers at FNA Group of (b) (6), IL 60007. Are participating in the use of a signal jammer. I noticed this on July 8th 2016. Typically when entering the premises at work I am allowed to access my xfinity home wifi account to access any emails that I may have throughout the day with out using my cellular data and costing me more money. I would ask that you please investigate the usage of a signal jammer at this location. My name is (b) (6) my contact number is (b) (6)

Thank you

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**Ticket: # 1077116 - internet wifi hacking**

**Date:** 7/9/2016 6:08:13 PM

**City/State/Zip:** Park Hills, Kentucky 41011

**Company Complaining About:** Time Warner

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### **Description**

wifi hacking. I live in an apartment building and have found in my private network three devices that are not mine. TWC 's blocking of mac addresses doesn't work. In searching the internet, hackers can get in without a password. I have their mac addresses, if needed.

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**Ticket: # 1075465 - Unstable Internet reception**

**Date:** 7/8/2016 2:00:50 PM

**City/State/Zip:** North Miami, Florida 33161

**Company Complaining About:** Comcast

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**Description**

Hello My name is [REDACTED] [REDACTED] resident of [REDACTED]. I would like to inform that Comcast is charging me monthly internet service of \$42.99 for a internet reception that is unstable and at times does not work. At the beginning of the agreement they offered me a plan of \$ 89.99 for tv package & internet of 50 mbps but my actual internet speed is 11.93 mbps. I had contacted comcast representative on several occasions but they are not able to offer me a solution since Comcast is billing me regularly on a monthly basis without any solution. They even offered and update of the modem, it never arrived. I am seeking full reimbursement of the cancellation fees, late fees and other fees that I am being bill or even charge.

Im attaching a couple of photos. any question please feel free to contact me. [REDACTED]

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**Ticket: # 1075597 - Internet**

**Date:** 7/8/2016 2:48:36 PM

**City/State/Zip:** Macon, Georgia 31208

**Company Complaining About:** Cox

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## **Description**

Wiring issue - I have Cox Assurance Plan. I contacted the GA PSC on June 15, 2016 Contact # (b) [REDACTED]  
[REDACTED]. I have been promised rewiring for several months due to noise on my line. (6)

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**Ticket: # 1075621 - Confirmed Cox degrading service for base package**

**Date:** 7/8/2016 2:56:12 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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**Description**

I filed a complaint regarding cox degrading my service because I used too much data on the base package. I have just confirmed that this occurred with (b) (6) (b) (6) My service had extremely high ping, nothing wrong with my home, and this went away IMMEDIATELY (within 12 hours) of upgrading my service package.

Cox introduced intentional packet loss and high ping into their "Value" tier in order to force me upgrade to their "Essentials" package, that's from 5mb to 15mb. This involved regular outages, high ping and significant issues.

Please do not ignore this issue, because I understand the FCC was unable to confirm before, I have confirmed that this was a problem they artificially introduced to my previous package with Dayton Toombs. This issue went away IMMEDIATELY upon the provider forcing me to upgrade.

I now have to pay an extra 15 or so dollars a month to get basic internet services.

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**Ticket: # 1075764 - Personal information obtained**

**Date:** 7/8/2016 3:31:34 PM

**City/State/Zip:** Deland, Florida 32720

**Company Complaining About:** AT&T

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## **Description**

GovSimplified (b) (6) Miami, FL 33137.,

i lost my social security card, I went online, and for \$97.00- I thought I could obtain my social security card and that it would be mailed for price, with fedex charges. Fedex did come the next day with an empty envelope , with a letter to get a copy of my birth certificate and a state of florida non driver ID. Also included was an application for social security with my personal information on it. I then went down to the social security building who told me immediately to report fraud as it is free to get a copy of my social security number. They also said to contact the bank and to contact Credit companies, as now my ID has been obtained by other parties.



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**Ticket: # 1076081 - Comcast Blocked Internet & Phone Service for almost 24 hours to enforce Copy Right Alert popup**

**Date:** 7/8/2016 5:22:36 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Comcast

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**Description**

Hello,

So recently I received Comcast "Copyright Alert" popup on 7/7/16 that I was trying to respond to. But while logging in to view the alert, Comcast Disconnected my internet service and blocked all access to the internet. The timing was very exact and happened after clicking and "processing".

Then my phone service went down too and I was left without any means of communication.

This is a very dangerous way to threaten the customer for something I have no idea about.

What if I needed to work on a project that required Internet connection? I could've lost my job.

What if I needed to call 911 for an emergency? I could've lost my life.

I manage to restore service on my end Temporarily by restarting the modem. The Comcast rep told me that Comcast shouldn't be intentionally blocking communication on the whim but there's no formal written policy they've given me that says they won't block my communication whenever they feel like it.

They also continue to take my money while disrupting my service for extended periods of time whenever they feel like. This isn't the first time either.

I cannot remain silent this time- this kind of intentional malicious service & communication blocking is very damaging to paying customers. Like legalized Extortion.

---

**Ticket: # 1076099 - Comcast caps in Chicagoland Area**

**Date:** 7/8/2016 5:30:55 PM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

On top of that, Comcast is expecting users to pay \$50 per month extra to continue getting Unlimited service that users are currently getting.

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[Ticket: # 1083285 - Internet is consistently spotty](#)

**Date:** 7/13/2016 4:06:25 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

this is the 3rd time i'm experience trouble just browsing the internet in the last month. The internet connection would be fine for a couple days and then it becomes barely usable repeatedly over the month

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**Ticket: # 1076993 - Internet service**

**Date:** 7/9/2016 3:36:31 PM

**City/State/Zip:** Lock Haven, Pennsylvania 17745

**Company Complaining About:** Verizon

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## **Description**

My internet service with Verizon sucks. For two years now I have had trouble staying connected to the Internet. They fixed it once last year and it worked well for a while now it's back to not working. I keep getting the runaround ,I have an open ticket for a Verizon repairman and they never show up, I call every day to confirm an appointment and the the recorded message tells me a serviceman will be there the next day and they never show up, I am tired of being sent overseas every time I ask for a service tech,you can barely understand them and it's the same old same old time after time,they leave me on hold for an hour running the same old tests with the same old result. I am ready to switch my internet service but not until I actually get a real Verizon person at my door to do something about this. I am tired of being just another pain in the ass customer to which Verizon cares nothing about I need help please help me

---

**Ticket: # 1077345 - Internet in Folsom Lake Estates**

**Date:** 7/9/2016 11:40:13 PM

**City/State/Zip:** Granite Bay, California 95746

**Company Complaining About:** Consolidated Communications

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### **Description**

I am a resident of Folsom Lake Estates in Granite Bay California. The internet stability and speed has been very poor as of late, and I am one of many residents in this area submitting complaints against consolidated communications

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[Ticket: # 1077359 - Google has been harassing and abusive.](#)

**Date:** 7/10/2016 12:39:37 AM

**City/State/Zip:** Dallas, Texas 75380

**Company Complaining About:** AT&T

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## **Description**

Google continually suspends my email accounts sometimes more than once a day and I follow their rituals and they tell me that there is nothing wrong with the account and I should be able to sign when I am already signed in. They have been repeating this intrusion for weeks.

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**Ticket: # 1077440 - Comcast internet**

**Date:** 7/10/2016 10:19:55 AM

**City/State/Zip:** Alsip, Illinois 60803

**Company Complaining About:** Comcast

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### **Description**

I have been living in this area for the past four and either my internet is always out or there a service outage all the time. Comcast was trying to say it was the equipment, but it was there equipment on the outside. So a tech came by and said it was my equipment come to find out it was there's on the outside the tech call my wife a liar and the Internet has not gone out, but I was there when it went out. I keep going though this problem to many times I need the Internet to work for my job.

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**Ticket: # 1077446 - DSL**

**Date:** 7/10/2016 10:30:39 AM

**City/State/Zip:** Plymouth, New Hampshire 03264

**Company Complaining About:** Fairpoint

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## **Description**

I have had DSL for approx. 2years.between April and June I have had 12 service calls for intermittent service. I was recently told that they couldn't do anything about it because I was too far out. My service worked before and all my neibors have service. They simply can't find the problem and are unwilling to do any more calls. I am still paying for the service. I just want my DSL service restored and for them to find the problem. It worked before and it can work again. Please help me . this is the only service available and I am a senior citizen who needs the Internet. thank you.



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**Ticket: # 1077692 - fake email accounts with my name**

**Date:** 7/10/2016 5:11:16 PM

**City/State/Zip:** Denvet, Colorado 80204

**Company Complaining About:** T Mobile

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### **Description**

it had come to my attention that someone is using my name to create email addresses and Facebook accounts to harrass people online.I did file a complaint with facebook now the police want to charge me with harassment.what can I do?I have instructed Facebook to disable these accounts which they said they did but I feel the damage had already been done.

---

[Ticket: # 1077789 - Email harassment by a individual spammer spouting political messages](#)

**Date:** 7/10/2016 8:47:26 PM

**City/State/Zip:** Santa Rosa, California 95406

**Company Complaining About:** AT&T

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## **Description**

I have asked several times to be removed from an email list from an individual who insists on sending me his political spam. He is now threatening me via email because I asked to be removed from his list several times.

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**Ticket: # 1077932 - Google Mail Abuse**

**Date:** 7/11/2016 8:13:15 AM

**City/State/Zip:** Elkridge, Maryland 21075

**Company Complaining About:** Comcast

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### **Description**

Google Mail has become a haven for scammers and spammers and Google, Inc. turns a blind eye to it. They disregard abuse reports and refuse to shut down the accounts of their various criminal customers who are engaged in identity theft, financial fraud, spam, and wire fraud. This makes Google, Inc. a party to cyber crime and I hope the FCC will take action against Google, Inc.

---

**Ticket: # 1077818 - Randy Haupt Spam Unwanted Political Email**

**Date:** 7/10/2016 9:49:52 PM

**City/State/Zip:** Santa Rosa, California 95406

**Company Complaining About:** AT&T

---

**Description**

I just filed a complaint with the FCC and sent a Cease and Desist to (b) (6). I stated in the Cease and Desist Not to contact me in any way shape or form and he did. I have proof that he received it at

(b) (6)

He sent me a political response and now is harassing again.

---

**Ticket: # 1077826 - Packet Loss with Comcast**

**Date:** 7/10/2016 10:02:03 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

Ever since a sudden outage in my area a few weeks ago, my internet connection has been experiencing a high amount of packet loss (10-30%). I have contacted Comcast multiple times in an attempt to fix my problem and they said that they can not help me.

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**Ticket: # 1078058 - Xfinity Comcast**

**Date:** 7/11/2016 10:18:58 AM

**City/State/Zip:** Missouri City, Texas 77459

**Company Complaining About:** Comcast

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## **Description**

I have an appointment with Comcast last Friday (7/8/2016) scheduled at 3pm-5pm. I did call customer to make sure the technician will call me 30 minutes before he arrived, and the customer service said they will make sure the technician will call me as I requested. The technician called me when he arrived (not 30 minutes before), and he said he talked to his supervisor he would waited for me for 30 minutes (3:49pm). And I called him before 5 minutes (4:15pm) I arrived home, he picked up the phone and said he would waited there. I didn't see the technician there! I have the other appointment with AC technician at the same time, and he been waited for me about 10 minutes and he said no comcast technician showed up before him! I was pissed and tried to call the technician (his name is (b) and tel (b) (6) ( ) at least 20 times, and he didn't pick up the phone and never called me back! I called customer service and they said that's no such precall service from Comcast! Why are the customer services give me different answers? They give me a lot of reasons for that, and now I have to wait for another 5 days to have the schedule available to me! I really disappointed and pissed by the customer services and technician. COMCAST should educated and trained their customer services to make sure they give the same answer to their customers! I have no choice to choose Comcast since they are only the cable provider in my area. I can't describe how angry I am toward the attitude of the technician and customer services. THIS IS NOT HAPPENED TO ME ONCE, AND THIS IS THE SECOND TIME SINCE ONE YEAR AGO! PLEASE HAVE MORE PROVIDER TO SERVE TO HOUSTON. Thank you!

---

**Ticket: # 1089221 - Use of a jammer for malicious interference of internet-enabled home security system and internal surveillance camera (Nest)**

**Date:** 7/17/2016 4:03:17 PM

**City/State/Zip:** Scottsdale, Arizona 85250-7920

**Company Complaining About:** Not A Company - An Individual: Ferdinand Manz, (b) (6)

Vencino, Scottsdale, Az 85258

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**Description**

On 5 separate occasions, 3 of which are precisely recorded here, the Wi-Fi router has been disabled thereby preventing the Nest surveillance camera from connecting to the internet. The dates and times are: Fri., June 10/16 at 03:12 am; Wed., June 15/16 at 8:15 pm; and Tues., June 28 at 12:02 am. (all Phoenix, Az. time) To ensure that it was a jammer, and not other "interference", (and knowing there is no possibility it could become unplugged as our home is vacant for most of the summer,) the 2 other possible sources were contacted: SRP (Salt River Project) -who confirmed electrical power was provided to the home and there had been no interruptions of power; and CenturyLink, provider of TV and Wi-Fi service, who confirmed that service was still being provided to both devices but that the router was not responding and "needed to be rebooted."

The individual, Ferdinand MANZ, has been stalking me for several years and has managed to "bump the lock" and enter in our absence, on at least a few occasions, to vandalize and steal a variety of items. Indications and evidence have been that he is using the jammer from Hayden Ave behind

(b) (6), ; in any of said backyards, and in front of said units on (b) (6)

within the community. We are desperate for your help in resolving this matter.

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**Ticket: # 1078255 - ATT Uverse Phone and internet**

**Date:** 7/11/2016 11:41:36 AM

**City/State/Zip:** Gurley, Alabama 35748

**Company Complaining About:** AT&T

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### **Description**

Constantly being kicked off line.Telephone goes out as well.ATT tech's are sent to our home over and over with no resolve.Our neighbors filed a complaint with FCC and shortly had the problem resolved.I am disabled and cannot drive and get no cell phone service,I really need reliable telephone service.Thank you for your help.



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**Ticket: # 1078743 - popups on cell phone**

**Date:** 7/11/2016 2:42:20 PM

**City/State/Zip:** Madison, Alabama 35758

**Company Complaining About:** Verizon Wireless

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### **Description**

receive pop up from '(b) (6)' the message identifies my phone and says that it is heavily damaged by 4 viruses that are from adult sites. I do not access adult sites. I have received the message several times. I contact Verizon and do a scan and it comes back a day or 2 later.

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**Ticket: # 1079147 - Cannot FTP on Verizon DSL for a Month**

**Date:** 7/11/2016 4:54:26 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19146

**Company Complaining About:** Verizon

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### **Description**

We have Ticket No. 1071445 still open. Verizon has not done anything to fix the problem except to make excuses. We can use FTP on any network except Verizon and still Verizon denies any problem. We have been Verizon customers for 27 years and have not had any problem until one month ago and since then we have not been able to access our website host server using FTP over Verizon DSL. We have spoken to our website hosting company and have been told that the connection to the server is lost by Verizon. We need the governments help in fixing this I am self employed and spend most of my day calling Verizon. Please help!

---

**Ticket: # 1079325 - INTERNET DSL AND PHONE**

**Date:** 7/11/2016 6:02:02 PM

**City/State/Zip:** Auburn, Massachusetts 01501-1855

**Company Complaining About:** Verizon

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**Description**

FOR YEARS NOW THE VERIZON HAS BILLED ME FOR SERVICES, AND HAVE NOT YET SUPPLIED THE CONNECTION, SPEED NOR THE CLEAR PHONE LINE, OF WHICH I PAY. THIS LATEST PROBLEM HAS BEEN SINCE 6/24/2016. THEIR WORK ORDER NUMBER ARE AS FOLLOWS: MA00303037012 (BILLING) , AND MAAT0480LY (LINE REPAIR),NAAT0480LY (DSL) FROM 7/5/2016 THEIR ARE MANY MORE, BUT I HAVE BEEN ASKING FOR THEM ON 7/5/2016. I WAS ALSO GIVEN A NAME OF VERIZON DIRECTOR MATT LACOMBE AND (b) (6) . BUT THE NUMBER GIVEN IS NOT IN SERVICE.

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**Ticket: # 1079349 - Smart City Networks blocking wifi hotspots at Colorado Convention Center**

**Date:** 7/11/2016 6:12:06 PM

**City/State/Zip:** Caloun, Georgia 30701

**Company Complaining About:** Smart City Networks (smart City Holdings, Llc, Las Vegas, Nv)

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**Description**

We believe that Smart City Networks, the official Internet provider for the ISTE convention held at the Colorado Convention Center in Denver, Colorado on June 26-29, 2016, was using technology to block or make unstable the use of personal hotspots by vendors for Internet access to force them into purchasing their service at inflated rates of \$800 (advance) to as much as \$4,200 per vendor (if ordered after show start). This was observed because our hotspots, which connect to 3 different carriers (T-Mobile, AT&T and Sprint) were working fine prior to the booths opening, even while the convention center was flooded with attendees (i.e. they can't blame it on all the attendees being there). Further, the interference that prevented the hotspots from working reliably did not improve as the exhibit hall emptied upon closing time, showing that Smart City did not turn off their blocking technology. However, from the exact same booth location, our service was reliable and had no problems the evening before the show. It seems obvious to us that they turned on their blocking equipment and left it on through the remainder of the show, just as they were caught doing in Orlando and other cities in previous years. The fact that all three wireless carrier signals worked fine from the booth prior to the show and all had the same symptoms throughout the show is worth noting, as well as the fact that virtually every other show we attend has no problems with these same carriers.

---

**Ticket: # 1079372 - EMF Radiation - Microwave - Radio**

**Date:** 7/11/2016 6:20:26 PM

**City/State/Zip:** St Petersburg, Florida 33713

**Company Complaining About:** Bright House

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## **Description**

Hello,

After receiving your email for ticket #930358, I purchased an Electromagnetic Radiation Tester to test my equipment in my home. This meter only warns when the radiation exceeds a safe value. I tested all my equipment and did not receive any unsafe warnings. I do however receive unsafe warnings in different locations in my home. This appears to be some kind of (Micro, Radio) wave coming into the house, from what I have no idea. These readings are above the standard limits listed as being safe. As written in my previous complaint Duke Energy has already been out to the house to verify all the wiring is safe and not producing any unsafe EMF Radiation. I have uploaded pictures I have taken showing these readings. I need for someone to investigate this problem. If the FCC is not the correct agency to investigate, then what agency and department do I contact? Please let me know as soon as possible.

Thank You,

(b) (6)

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**Ticket: # 1079491 - AT&T - Fraudlent Request****Date:** 7/11/2016 7:14:43 PM**City/State/Zip:** Oakland, California 94806**Company Complaining About:** AT&T

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**Description**

I've have had service with AT&T since May 2016. I have had issues with my modem connection where the modem was replace but the connection problem was still an issue and AT&T not honoring their promotions as they are promised. Saturday July 9, 2016 at approximately 1:44 PM PST I called AT&T from my cellphone. The first person I spoke to her name was Barbara, she hung up the phone in my face, in which it caused me to call back. Then I spoke a Giovanni and he transferred me to the Reward Center in which they were closed. I called right back and spoke to a Lance. I told him what happened and I guess to quite me down he offers DirecTv to me. I told him that my credit was already ran and that I am required a deposit. He runs it anyways and my credit came back that I am required a deposit as I initially told Lance. Lance had the audacity to ask me to put the TV into my child's name who by the way is 3 years old. I was so freaking furious, that I hung up and called back to ask for a supervisor. The individual tells me that she will transfer me to her supervisor. I waited for 1 hour and 16 minutes for a supervisor and no response.

---

**Ticket: # 1079744 - Continuous Service Disruption/ delayed service**

**Date:** 7/11/2016 10:42:07 PM

**City/State/Zip:** Rock Hill, South Carolina 29730

**Company Complaining About:** Comporium

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## **Description**

Complaint was reported well over a year ago. We have had several technicians to our home also our neighbors have reported same issue. We constantly experience service disruptions. To only be told it is not in our homes but due to issues outside. We had technician come out even at 9pm at night to look into issue. We were told in November 2015 equipment was on order to fix the problem only to find out several months later that wasn't the case. We have asked for deduction in bill until problem is fixed only to be told they can not continue to do so. The only answer I get is they are awaiting approval to fix this problem and it should not take this long. I should not have to pay full price for half if not less service. My calls have been documented. This is absolutely poor service on Comporiums part. The last thing I was told is that I could cancel my service and there is no other provider in my area and Comprium is fully aware of it. We are approaching two years since the first issue was reported.

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[Ticket: # 1079937 - Friends on Facebook are receiving unsolicited sales/gift requests, plus he called the cell phone of a friend in St. Louis](#)

**Date:** 7/12/2016 8:04:52 AM

**City/State/Zip:** Englewood, Florida 34223

**Company Complaining About:** Comcast

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## **Description**

This person, who refers to either himself or someone else as Casey, hacked my Facebook Account, and proceeded to contact my friends and family to promote a financial program which would result in \$150,000 prize, as I have been told by my friends. He is contacting them by email and cell phone. However, via cell phone, he called my friend and due to caller ID left his phone number. He continues to bother my friends and family. I called his cell phone and left a message and text telling him to cease and desist.



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**Ticket: # 1079994 - FRONTIER INTERNET AND TV PROBLEMS**

**Date:** 7/12/2016 9:08:41 AM

**City/State/Zip:** Belleair Bech, Florida 33786

**Company Complaining About:** Frontier Communications

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### **Description**

MY INTERNET, TV AND PHONE SERVICE WAS VERIZON FIOS AND WAS SOLD THE FRONTIER. I CAN NOT GET CUSTOMER SERVICE TO FIX MY INTERNET OR TV ISSUES. THEY ARE RUDE. MAKE YOU WAIT FOREVER AND THEN CAN NOT OR WILL NOT FIX THE PROBLEMS. I HAVE SPOTTY INTERNET SERVICE THAT IS WAY TOO SLOW TO DO ANYTHING WITH AND THE TV HAS NOT BEEN CORRECT SINCE THEY TOOK OVER. I HAVE CALLED THEM REPEATEDLY AND NOTHING IS SOLVED. AFTER RESEARCHING FRONTIER I KNOW THAT MANY MANY PEOPLE ARE HAVING ISSUES WITH THEM AND THEIR BILLING IS A NIGHTMARE.

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**Ticket: # 1080387 - at&t uverse internet**

**Date:** 7/12/2016 12:23:55 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** AT&T

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## **Description**

I have been having an ongoing issue for about a year and a half with att uverse,i've been getting several internet outages and i have called them multiple times and they've sent 3 technicians and what's really irritating is that they constantly do the same fix on my service."Oh we'll do a master reboot of the system,unplug the router as well" I have literally tried every single thing they have recommended and they continue to give me the same answers.My internet goes out about a week after each reboot,reset,technician visit, or anything they do.I never had these issues with drops in service before,which is why i'm writing this complaint now because i am so beat down and at my wits end with this service and the problem is that in area code 77007 you basically have two choices for internet,the horrible comcast or the unreliable uverse,the smaller internet providers do not have service available in this zip code,so i'm stuck with uverse and with a company who regurgitates the same fix it responses over and over and over and over again.I don't ask for a manager there because i'll hear "Oh i can hear your complaint and resolve your issue,lets start by doing a line test on your service,everything seems good on th eline ,i'm going to do a reboot of the system now,everything looks good now are there anymore questions i can help you with today?" and have you downloaded our att app? let me send you the link so you can download it today

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**Ticket: # 1080426 - internet service**

**Date:** 7/12/2016 12:38:43 PM

**City/State/Zip:** Wheatfield, Indiana 46392

**Company Complaining About:** Comcast

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## **Description**

I have Comcast for internet. In the last 8 months it had gone down repeatedly. I work from home and Comcast is aware of this as have a teleworkers account through them. I have lost more days from work and now the possibly of being let go due to the constant loss of service. Calls to their customer service numbers at corporate and call centers yield little results except a tech sent out who changes the modem and 10 minutes later the services drop again. I've email corporate and get ticket numbers but absolutely no resolution. Today, the service is intermittent again as is was last night. They do not reimburse for outages or lost time from work. This is causing a major hardship. There aren't any other providers in the area that provide the download speed I need for working from home. I have a major disability and finding a normal job is near impossible. I'm at a loss as to what else to do. Please help. I have a huge file of their ticket numbers and still no reliable service

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**Ticket: # 1091334 - Internet outage**

**Date:** 7/18/2016 9:06:24 PM

**City/State/Zip:** Micanopy, Florida 32667

**Company Complaining About:** AT&T

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### **Description**

My home and business have had 5 internet and phone outages in the past month. It has been a big financial hardship for my business and a frustration personally.

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**Ticket: # 1081728 - Harassment Through Internet****Date:** 7/12/2016 8:14:44 PM**City/State/Zip:** Bowie, Maryland 20712**Company Complaining About:** Comcast

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**Description**

This report is about the electronic harassment done through (b) (6) his wife (b) (6), and an unknown African American adult female. They use computer apps/applications, GPS tracking, apps to make phone calls drop, and an app for a telephone scanner to see who I call and then make the telephone call drop if the call is made to the police department, Comcast security, or Comcast Gateway. The apps are used to harass my family and especially me because the people in the household make meth every night especially on Thursdays, Fridays, Saturdays, Sundays, and more especially during a big event such as a football game. Loud noises like hits on a wall are made by the computer apps to keep the family in the attached unit or me now in a stand alone house awakened all night from 12:00 am to 5:30 am or later to cause fear and threats so that they will not be reported. My brother is 77 years old and has a heart condition. His blood pressure is escalating and he is sleepy most of the time from lack of sleep. Often he is disoriented from the strong odors of the meth which will make a person high and disoriented. My sister cares for my brother and she is in her 60s and has developed more medical problems besides the high blood pressure that she now has.

I moved fifteen miles away from my brother and sister and began living in my brother's house on April 3, 2016. The meth odor would give me extreme sinus problems, make my skin burn, and darker and make me very very lethargic. With a GPS tracker/app Franklin Ellis tracked to my present location the 3/3/2016 and has been stalking me with the GPS tracker in my car as well. He has constantly made within the house that I am in now very loud noises from 1-3:30 am. The loud noises are the loud bapping noises within and outside the home. He makes very loud "electricity sounding noises" within the home especially at 2 to 3:30 am. He allows me to fall asleep and then makes the noises to wake me up with lots of stress because of a lack of sleep. I am 66 years old, a retired teacher, and do have part time in home jobs by grading writing papers for the Pearson Company. The noises have caused me to slow down in my expectations for my work productivity. I got a home security system for this house because I live alone here and it is extremely dangerous with Franklin Ellis and his household using the buzzing sounds day and night because he begins to use the apps to destroy personal property within the home and property that belongs to the Comcast Cable Company which is their delivery of wiring for their services and not for the illegal wi fi, internet, and telephone drops constantly caused by Franklin Ellis and his household.

I installed my home security on April 13, 2016. (b) (6) and others became more aggressive with making extremely loud electrical noises within the house during the week of April 24, May 1, and May 8, 2016. Usually on Wednesday or Thursday of each of these three weeks, the noises would become so loud at 3:30 am or before until I would have to call the police. Within an hour after I would call the police, alerting them to his meth activities, my home security monitor notified me about my sensors not working in various areas of the household. I would then call the Comcast company in the early morning hours and they would make an appointment for me. After the third week of having to call the company for repairs, the company became very defensive about work that was viewed as not completed but the technicians would complete every job with repairs made. A supervisor and a technician who came out to make the repairs heard the buzzing sounds that are in the household. The sounds were not the loud electrical sounds but the buzzing was loud enough to be heard. Again,

(b) (6) was causing problems with people distancing themselves from me therefore causing more isolation. All of this is dangerous when I am in a household alone without the security system working properly as Franklin Ellis has done. He wanted others to isolate from me, like the technicians, so that he can cause more harm to me at night. He also, began on April 19, 2016, to cause my telephone not to work properly. When people would call me, their messages would go to a voice mail which I could not retrieve because of the telephone interferences that Franklin Ellis continued to make. Finally, the telephone services dropped completely during the last week in May. Again this was caused by the wireless interference of Franklin Ellis. I was now calling the Advance Security and Gateway through the Comcast company every night. I was also making anonymous calls to the narcotic division of the police department. The Comcast Company began to call to tell me to schedule a very important appointment for my security system because it was not working properly. Again, this work was done in May. Fortunately, the security technicians told me to keep reporting him to the police. The security company has tried to help me to become safer within my home by changing the password and hiding the address on my computer, having me to use an ethernet, and using a high level of security. However, (b) (6) continued to harass me within my home by letting my know that he has listened to some of my conversations.

In late May, almost June, I asked one of the technicians in the Advance Security Center of Comcast what time the department closes. The technician responded 2:00 am. I repeated aloud to the technician 2:00 am. The next three nights Franklin Ellis began to make the extremely loud electrical sounds at 2:00 am, 2:18 am, and 2:15 am. Often he continues to begin the harassment after 2:00 am but this time is not limited because he may start the static sounds after 1:30 am as well as after 3:00 am. During these times when I would call the Comcast Gateway division, my telephone would often have so much static until the person whom I had called could not hear what I was saying. Shortly after the static sounds, he would make the telephone calls disconnect late at night whenever I would call the Advance Security area of Comcast, the Gateway area of Comcast, and the police department. There were no calls dropped whenever I talked to relatives or friends on the telephone. I therefore concluded that he has a telephone scanner to monitor my calls. Again, the scanner can be a computer app.

Franklin Ellis used the GPS to follow me to another state. I had to take a business trip to Charlotte, N. C. on June 27, 2016. The loud buzzing began in the hotel room at about 6:00 pm. I called a worker in to witness the noise. The volume quickly lowered. However, at 2:00 am, while I am in the hotel room asleep, the loud buzzing noise came again in the room. I called the Gateway Company for Comcast. Reported the noise and told that I would usually now turn a radio on to a static station to help drown out the noise. The technician agreed that I should drown out the noise. which I did for the rest of the night.

Comcast workers have heard the noises that I have described within my home. I recorded the unusual sounds Franklin Ellis had installed on my modem. He uses his GPS to follow me around the city and out of state. He has a listening device for my conversations and a scanner to see who I am calling. He also intercepts my telephone calls to persons who can help me. He has disabled my home security and telephone which is very important for emergencies in case of break ins, sickness, or any emergency. He has also disabled my internet. Please stop this person from using his electronic devices on me and my family for dangerous purposes which is to hide his illegal meth making. He is continuing to engage his dangerous behavior towards us in the hopes that everything will stop and he will become more dangerous to our well being to live peacefully as we have done prior to this time.

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**Ticket: # 1081897 - Microsoft - "Azure pricing and services updates"**

**Date:** 7/12/2016 10:21:01 PM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Microsoft

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## **Description**

Azure sends emails with no option to unsubscribe and claims it is for vital pricing information. I have a free account for them and have never paid for their services, meaning pricing is not an issue for me. Additionally, it is a newsletter advertising their new services and plainly states "In this email, you'll find the latest Azure release announcements—related pricing information has been posted on our website." indicating that there is NO pricing information even on the email at all.

I have attached the email as a PDF below

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**Ticket: # 1081929 - Re: Comcast failure to fix intermittent issues with my service**

**Date:** 7/12/2016 10:59:03 PM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** Comcast

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## **Description**

Moved to a new home last October 2015 only to be having the same issues since I've had service at the new house. Guess what? It's being handled the same way....sending tech after tech who can't fix the issue at all. This means they obviously still haven't learned anything.

This is a follow-up to your previous request #430513 "Comcast failure to fix intermittent issues with my service"



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**Ticket: # 1081976 - New Wave Communications**

**Date:** 7/12/2016 11:42:48 PM

**City/State/Zip:** Girard, Illinois 62640

**Company Complaining About:** New Wave Communications. (b) (6)

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## **Description**

Telephone and Internet is not in service on a daily basis. This has been going on for more than a year. The technicians have been out here dozens of times. Nothing changes. We keep paying, the outages keep happening. Our calls get dropped constantly or we have no telephone service at all. Internet sometimes goes out 50 times a day. We call, they say they will call back, they never do. I feel they are getting away with this due to our limited choices in our area. All of our neighbors are experiencing the same problem. We all receive the same treatment for these unresolved issues.

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**Ticket: # 1082131 - Unusual Internet Audio Invasion**

**Date:** 7/13/2016 9:10:52 AM

**City/State/Zip:** Burien, Washington 98166

**Company Complaining About:** Unidentified - Claimed To Be Microsoft Originated - Doubtful

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**Description**

Hi!

I don't remember exactly where I was in terms of internet location. But I was searching for an audio by Brian Tracy, then suddenly this audio comes blaring out of nowhere, claiming to originate from Microsoft and that my system was infected by some dangerous virus which was a threat to Microsoft and that I should call this number: "(b) (6)". The voice had subtle undercurrents of being Australian or Well-subdue British.

Further, the voice warned that if I closed the window without first calling the above number mentioned herein, that Microsoft would be forced to shut my entire system down completely.

There's something in calling that number, no doubt. Perhaps, they have some way of cross-referencing numbers (they snatch from caller ID) to other personal information which we may have floating around somewhere online.

I shut my complete system off because when I attempted to close the window, I was unable to. My feeling was that they were trying to keep me long enough to perform some sort of invasive piracy of my internet info.

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**Ticket: # 1082245 - Unwanted/unsolicited e-mails from political candidate**

**Date:** 7/13/2016 10:19:38 AM

**City/State/Zip:** Gulf Breeze, Florida 32561

**Company Complaining About:** AT&T

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## **Description**

(b) (6) will not stop sending e-mails. I have asked and asked and blocked, but they still keep coming. It has been about 6 months now. I have tried to find a telephone number - none listed anywhere.

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[Ticket: # 1082661 - WiFi](#)

**Date:** 7/13/2016 12:53:26 PM

**City/State/Zip:** Boca Raton, Florida 33487

**Company Complaining About:** Comcast

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## **Description**

I have Comcast service. My wiFi is constantly going out. Most aggravating.

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**Ticket: # 1082917 - Cox Internet Shut down July 13 2016****Date:** 7/13/2016 2:22:42 PM**City/State/Zip:** Gainesville, Florida 32606**Company Complaining About:** Cox

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**Description**

I am a Cox customer in Gainesville Florida and I work remotely. This is separate from the Cox complaint filed for GRACEmarket place. On July 13, 2016 all residential customers lost internet access at 11:30am in Gainesville Florida. There was no warning. I tried to call (b) (6) Cox Customer service between 12pm and 2:30 and the line was busy. The Alachua County Public library had service (government offices had internet service) and when I asked the director of the library who her internet provider was she said GRU (Gainesville regional utilities) an electric company. I and 50 other residents drove to the on site Cox Store (b) (6) and the employees were standing out in the parking lot trying to head off customers. They said the cable to Cox internet had been cut in Louisiana. They said we do not know when you will get internet, cable or telephone. We (COX) refuse to put anything in writing regarding this shut down of services to the entire city of Gainesville. I spoke in person with a cheerful Mr. Bennie Phillips at the NW 43rd office store. He said even ATT and everyone is down. This is a lie as several people have ATT and the Alachua Public Library and all Government office of Gainesville Florida had internet. I am filing this complaint at a Alachua Public library on July 13 at 2:17pm because my internet at home is disconnected. I asked the Cox Store manager to give me evidence so that I can tell my boss that the internet kept me from working at my \$31 dollar a day job. He (Bennie Phillips) said I will not give you anything in writing because our Lawyers told us not to. Than he said just go on internet its on our site. I told him I cannot get on internet. He said he could not either. I would like evidence from Cox for the loss of service on July 13, 2016 to over 100,000 customers due to a "cut cable". All the public businesses and government offices in Gainesville Florida had service.

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**Ticket: # 1082747 - Century Link arbitrary moves or cancels scheduled service appointments**

**Date:** 7/13/2016 1:19:22 PM

**City/State/Zip:** Phoenix, Arizona 85017

**Company Complaining About:** Centurylink

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## **Description**

Yet again I had a scheduled repair appointment for 8:15am to 12:15pm then at 8:15 it got moved to 8:30, then 2 to 5pm and now 3 to 5pm. acrd on previous experiences at the last scheduled time they again without my consent reschedule for the next day. This is totally unacceptable My time is just as valuable as theirs.

2nd issue is in my apt complex the main phone trunk has been exposed to the elements for over 11 years and they refuse to cover and protect them (from causing static and interference especially with rain},

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**Ticket: # 1082850 - spam text**

**Date:** 7/13/2016 1:56:44 PM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Verizon Wireless

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## **Description**

On July 13, 2016 at 10:38am PST, I received what seems to be a spam text from (b) (6). The contents of the messages were as follows:

<?>s by 300%

Prior hand, I've never contacted this person, dont know who they are and ever received a text message of this nature. I also have a Google number associated with my phone number Google number. My Google # is (b) (6). On my Google Voice account, I received a text from (b) (6) as follows:

Jenny Shao, Last Day to Activate Godaddy 70% Off Animated Video Deal. Click here <http://goo.gl/ajKZQN> to Activate your Deal Now & Boost your sales by 300%. 10:37 AM

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[Ticket: # 1082922 - air play radio/computer intrusion by locl law enforcement/Fake web sites and wifi](#)

**Date:** 7/13/2016 2:23:32 PM

**City/State/Zip:** Washington,d.c., District Of Columbia 20005

**Company Complaining About:** Starbucks.com

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## **Description**

Police intrusions into my computer in an attempt to steal msic composed by myself. and interferen of patent applicatio no.13/986,168 in a patent processbetween the examiner and by myself .



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**Ticket: # 1084101 - Continued interruption of my internet service****Date:** 7/13/2016 11:21:54 PM**City/State/Zip:** Aurora, Illinois 60502**Company Complaining About:** Comcast

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**Description**

For the last 2 months I've been getting my service interrupted by Comcast. They report it as "Outages" in my zone. These outages occur 2 to 3 times a week, and last for up to 24 hours. When the service is working, the speeds I get is about ~10 Mbps (I'm paying for 75 Mbps). I've contacted Comcast way too many times already, and although they assure me they will fix it, they haven't so far. So I'm filling this form in hopes of somehow getting the problem fixed soon.

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**Ticket: # 1084399 - SPAM complaint**

**Date:** 7/14/2016 10:21:02 AM

**City/State/Zip:** Livonia, Michigan 48150

**Company Complaining About:** Merit

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## **Description**

For the past few weeks I have been receiving spam emails to my work inbox such as the one below. I never signed up for it and there's no way to unsubscribe. The main problem with this spam is that every message comes from a different email.

I tried searching Google to find a way to unsubscribe and the top link was a forum post of MANY others who get the same unsolicited emails. Here is the link:

<http://www.econjobrumors.com/topic/how-can-we-make-jp-monfort-shut-the-f-up>

The attachment is the latest spam email.

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**Ticket: # 1084986 - Verizon Fios Tampered with Internet****Date:** 7/14/2016 1:45:25 PM**City/State/Zip:** Closter, New Jersey 07624**Company Complaining About:** Verizon

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**Description**

I placed a cancellation order for my Verizon FIOS tripleplay for the day after my contract ended, Aug 4th, since they were raising my rates. After placing my cancellation order, I started getting numerous phone calls trying to retain my business. In the past three days, I started getting frequent internet outages even though my service was still active until Aug. 4th. I called Verizon to troubleshoot the outages and was told that I had a cancellation order pending and also a new order placed at the same time, which was "interfering" with my internet service (and yet not my TV service). I indicated that only a cancellation order was in place but not until Aug. 4th and no new order had been placed. I was then given a pitch to renew my contract for two years and that would remove the cancellation order and restore my internet. It is ridiculous that Verizon would tamper with my internet service, even though I was still pay for service until Aug. 4th, as a high pressure tactic to force me to renew my contract instead of simply offering me their current best rate offered to new customers. Once I renew my contract, my internet issue resolved itself. In addition, they have not been able to resolve my access to MyRewards program for over 10 months. In addition, when FIOS service was installed, I was told I had to purchase a wireless extender (\$300) since there was no signal for my mobile service, which was also Verizon. Despite Verizon's on-line signal map showing strong Verizon cellular signal through my neighborhood, so when they interfered with my broadband service, it disabled internet access, cellular signal and their phone service, leaving me completely cut-off. The intense outage occurred near the end of my work day, while I was on a teleconference with my manager.

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**Ticket: # 1085051 - Belief of WiFi Blocker**

**Date:** 7/14/2016 2:03:21 PM

**City/State/Zip:** South Kingstown, Rhode Island 02879

**Company Complaining About:** Verizon Wireless

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## **Description**

While involved in a trade activity at Gazebo Park in Narragansett, RI, our internet access (inclusive of phone GPS) was not working within a very defined area. As we approached and passed the shops at Pier Market Place, Narragansett, RI 02882, the issue resolved. The drop off was as if there were a distinct wall or well; it either worked at the 4G level or it did not. In other words, it had every indication of a blocker.

This prevents we or our fellow artisan vendors from processing credit cards or performing other business trade tasks, but it also impacts beachgoers and could be a safety issue.

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**Ticket: # 1085060 - ATT TEMPORARILY SUSPENDED INTERNET**

**Date:** 7/14/2016 2:05:12 PM

**City/State/Zip:** Ft Lauderdale, Florida 33308

**Company Complaining About:** AT&T

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### **Description**

My service was cut off see attached notice I received on my computer. After 2 hours of voice prompts I got a live person I was told that unless I agreed to new UVerse service I would no longer have internet because the DSL I HAVE HAD FOR 20 YEARS WAS GOING TO BE DISCONTINUED. I agreed having my internet and service is necessary for me..

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**Ticket: # 1085109 - Unwanted Email****Date:** 7/14/2016 2:22:44 PM**City/State/Zip:** Prairieville, Louisiana 70769**Company Complaining About:** Na

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**Description**

I have repeatedly requested to be unsubscribed from all promotional email originating from Network Solutions, a Web.com company. I am a customer of their's, however, I have requested on numerous occasions to stop the bulk promotional emails to my email address. This has been occurring for over a year. Even calling customer support doesn't help. I receive at least one email a day to sign up for promotional items.

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**Ticket: # 1085116 - Frontier Communications Verbal Abuse**

**Date:** 7/14/2016 2:25:15 PM

**City/State/Zip:** Keller, Texas 76248

**Company Complaining About:** Frontier Communications

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**Description**

After over 2 hours on a service call with a representative from Frontier, I would like to register a complaint against Frontier Communications.

I attempted to transfer service from one office building to another. I was successful in making the appointment 2 weeks out.

Today, the technician was to have been at the new location. Frontier cancelled the appointment without notifying me. I spent over 3 hours on the phone with them and finally got to a woman named "Marsha". Was on the phone with her for over 1 hour, with no real results. She instructed me to "speak in very few words" and that she was going to ask me "yes or no" questions and I was not to answer except in that way. The questions she asked were not necessarily one word answers. She finally started screaming me to "stop talking! Shut up! Shut the F\*\*\* up!" I immediately asked for a supervisor, she hung up.

I called the president's office and spoke with someone to escalate.

This is not appropriate and certainly some kind of violation when profanity is used to a customer. Is there anything that can be done?

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**Ticket: # 1085934 - stingray, ulin and other disruptions on various IL vendors**

**Date:** 7/14/2016 6:11:29 PM

**City/State/Zip:** Libertyville, Illinois 60048

**Company Complaining About:** Comcast

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## **Description**

I am writing to seek your assistance in investigating the numerous mobile and internet disruptions and corruptions that I experience in the last 5.5 years that began in my local neighborhood when I returned from my graduate studies and out of state thereafter. Because the number of incidences have been unusually and undeservedly high, the next section serves as a summary before a conclusion on the legal steps that are in-progress which need the regulatory power from your commission to research for stop-gap measures that would close the loopholes which have enabled these abuses to occur on innocent professionals.

### **TELECOMMUNICATIONS OBSTRUCTION AND FRAUD**

Since early 2011, I experienced increasingly egregious phone spoofing and interception. Male callers with Mexican-Hispanic accented English have left me voicemails for unfamiliar Hispanic names with caller-identification appearing from state penitentiaries even though I am unfamiliar with Mexican or Mexican-American communities. I have had male callers identifying themselves as policemen from precincts leaving me voicemails asking for dubious names when none of my work or personal life would warrant such intrusive calls. On a Friday evening after walking into my family's kitchen that has a long and wide window and removing some food from our refridge, I noticed in the dark a four-door sedan with running engine loitering at our townhome cul-de-sac. Within a minute, I received a text message 'U ready to eat? I'm hungry' on my mobile from an unfamiliar number. By the end of 2012 as the number of incidences and scope of denial of honest services began to pile up such as missing credit card and retirement planning statements in my postal mailbox, I phoned for suggestions the mobile number of a longtime college friend, who was as placid as a pacifist. As I began telling him of the strange intrusions we were experiencing at home, such as strange vehicles pulling up to and loitering at our home or uncommon cigarette butts left on our property, and service disruptions, the person who answered my call to my friend's number said very little, which was very unlike my friend's behavior. Meanwhile, I heard several rounds of shots as if the person on the other line was standing in a gun range. When I prodded the person on the other line with couple questions, the male quickly rushed off the phone and hung up. I successfully reached my upstanding friend at the same number a few months after that call. Before even rejoining industry in the latter part of 2011, unknown American sedans would appear shortly after I log-in online with its driver sitting in the hot car operating his laptop or a car would arrive and be left running near where I am for the entire time; after which I experienced file corruptions of my own documents which then become inoperable. During these years, regardless of whether I was at residence on our own private network or at a cafe, the obtrusive individuals would loiter within a short distance from where I was sitting.

Without due-process, I remain uncertain which area in or affiliation with the public sector these individuals were from. Attachmt 1 provides one possible source based on markings on these vehicles. In our neighborhood and surrounding municipalities of Lake County, IL, active programs that involves non-uniformed civilians in police work, such as Latino Police Academy and Youth Explorer's Program, lack transparency into the nature and equipment used for the civilian participants' police-directed activities. Pervasive fear mongering of N.E. Asian minorities not only permeate



popular media and CSPAN-broadcasted domestic security seminars but has also motivated policy creation of City Welcoming Ordinance and its abusive implementation in the form of predatory profiling of innocent Americans of Asian-descent. Any transparency into police-led activities using civilian programs would otherwise account for any and all business or personal damages to innocent but unwitting victims of Asian-descent when those privacy invasive tactics were applied without sufficient cause or warrant. Decades earlier civilian community awareness group against police misconduct and civil rights activism against police misconduct, such as the EFF, have since been dissolved in the Chicago metro-suburban areas. It is abuse laced with false good will when county-state prosecutor initiated 'diversion program' in July 2015 that removes charges on first-time non-violent civilian only after she or he pays a restitution to have the charges or conviction tossed in a county that has had a long history of wrongly charging as well as convicting innocent people by both witness and evidence tampering. It is a well-discussed concern, in private phone calls or social media exchanges, among USA college-educated professionals that the prerequisite of our professions is a clean criminal record. Learning of such a prerequisite and misusing that information against a subpopulation of taxpayers as leverage to extract additional funding for the county's public offices is a precedent that has only been set with the ballooning budget for the police for hiring, training, and equipment leasing. Using police and civilian police to stage and incite violence against well-to-do business professionals under pretext of immigration or any other baseless security concern is an abuse of policing and investigative powers; recent teleco technologies have helped identify low-risk vulnerable individuals for them to target, such as drug-free non-White American professionals without crime. Tarnishing their record with a staged crime was for profit and gratification.

And meanwhile, internet and mobile standards in USA remain open for vulturous attacks on innocent vulnerable civilians who are working in business services. From my mobile phone, I experienced several disruptions in reaching one of my former classmates and USA PhD graduate who is currently working in the pharmaceuticals industry. When returning her call to meet for lunch near where we live, a male from Capital One in TX answered the number to her company that was correctly dialed from my mobile phone. As her current profession remains in quantitative science, her trustworthy account of also not getting my voicemails were all the more concerning. For context, among entities who have been guilty of loose enforcement of American privacy standards against American minorities and police SOS corruption, their denials of abusive teleco disruptions are based on dishonesty and opportunism. In early 2013, three unknown SUV's arrived past midnight one evening in a few days after our switching our internet provider. I was woken up by loud slamming doors of the SUV's and the American-English voices as they walked across the cul-de-sac in front of my family's residence. Because our local police has been consistently unresponsive to earlier concerns, I was without help. And while I registered the portable router with the SprintPCS service provider, I stayed off using the service and device before sufficiently understanding which precautions to take to prevent recurrence of denial of service attack and other hackings done on our previous home internet network. However, in that late evening, our newly purchased and unused device and service was spoofed before we could even start using it. Only in the next day when we left our home to ease the tension of these unwanted late night intrusions and our signing onto the network for the first time to examine its property, did I discover that our device and service was used in the middle of the night without our knowledge after the SUV's first arrived. When I phoned SprintPCS that evening to confirm and clarify what my readings on the device were indicating, the technical support informed us that a technology, calls-over-IP, was done using our service to contact locations in NYC, Chicago, and a city in CA that we were unf

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**Ticket: # 1086359 - Illegal Monitoring CA SB 178 of PDA**

**Date:** 7/15/2016 12:04:02 AM

**City/State/Zip:** Fresno, California 93706-9409

**Company Complaining About:** AT&T

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## **Description**

I'm an ex I.T. expert system analyst, I have an app to notify me if there's someone ILLEGALLY on my PDA without the legality of California's statute that extends DATA PRIVACY WITH ONE'S PDA and that a VALID PROBABLE CAUSE to execute a search warrant to breach PDA private conversation, Web browsing, etc.

My phone number will prove that I ONLY use it for EMERGENCY PURPOSES or family members nationwide.

The fact that articles suggests local law enforcement use of "stingray devices" is totally unconstitutional and secretively in use. Evident of breach proprietary info is that I've discussed health issues such as HIV +, Syphilis. Then when a family member who was diagnosed with Lung Cancer asked to take a HIV test despite the fact he is 77 yrs. old and married for 34 yrs. The Fresno Community Staff ask who else lives in the house (i.e. me but raised suspicion in that is NOT a standard question). I have been discriminated because of my sexuality, HIV status (and the lack of treatment), delayed syphilis treatment at CRMC, all my personal issues been placed on alert for bogus reason, etc.

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**Ticket: # 1086468 - continual interruption of broadband DSL service**

**Date:** 7/15/2016 8:22:39 AM

**City/State/Zip:** Pipersville, Pennsylvania 18947

**Company Complaining About:** Frontier Communications

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### **Description**

We have been losing connectivity off and on over a 2 year period. In the last week or two it has been on a daily or 2 day period. When given someone with whom to speak they can't be understood. We think that Frontier Communications cannot adequately service Pennsylvania and their license should be revoked.

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**Ticket: # 1086548 - Charter Spectrum**

**Date:** 7/15/2016 10:10:30 AM

**City/State/Zip:** Laramie, Wyoming 82073

**Company Complaining About:** Charter

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## **Description**

After being a Charter customer for several years, I called for service. Without warning, suddenly I couldn't use my internet unless I accepted "Charter Terms of Service". Every web site I would click on would bring me back to the Charter web page. I already paid my bill. I signed the acknowledgment of in-person service - which Charter employees agree means I accept terms of service. And yet, because I requested a service call, I was routinely harassed online and prevented from using the internet I had paid for. Please investigate this practice and put an end to it. Any company should know that harassing paying customers is bad business. The interference with the internet was a strong indication to contact the FCC.

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**Ticket: # 1086601 - Comcast internet service**

**Date:** 7/15/2016 10:32:49 AM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Comcast

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## **Description**

I have been having significant internet connectivity issues with Comcast. Some days I lose my internet every 10 minutes, other days every hour. I have called repeatedly, purchased new routers and modems, and had multiple technicians come out and do absolutely nothing of value. They are simply incompetent, uninterested in resolving issues, and frankly disrespectful with the way they speak to the customer. Yet they happily take my money, for a service that isn't even jokingly being provided. Additionally, they have repeatedly lied to me about providing solutions, promising signal boosters, discounts, credits, and have even repeatedly charged me over the years for a router that is my personal property. It's fraudulent.

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**Ticket: # 1086704 - slowed down internet, limited data**

**Date:** 7/15/2016 11:21:18 AM

**City/State/Zip:** Belton, Missouri 64012

**Company Complaining About:** Exede

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## **Description**

We are deaf and need high speed internet for communication for our phone calls thru video phone, mostly thru video relay services. We recently moved to a new location where no cable or DSL is available for internet service, and forced to use satellite for internet service. June 6, 2016 we got Exede plan Liberty12-Boost25 +Wifi, limited to 12GB data for each month \$79.99/mo. about 2 weeks later, we started to experience internet speed slowing down and getting blurry-frozen video pictures (even some disconnections). We also had some lost internet connection even with clear weather- no clouds with important vp calls. I called Exede about the problem. They told me that they slowed down our internet speed because of our data usage has ran out and recommend to upgrade our plan to Liberty 18 with 18 GB data for a \$20 increase. I asked them if they can give us more data at reduced cost or discount because we are deaf and have to use vp for our phone calls, some calls are very important, sometimes put on long holds to get thru. They told me no and sorry they do not do that. I pointed out to them that hearing people can use voice calls and get thru faster without using video phone calls and that is not fair for deaf. But the service rep. gave me one time free 5 GB data to make it thru to next month and warned us to limit our data usage or it will slow down again. They said there was nothing more they could do for us next time expect we need to buy more data at higher cost so I had no choice to go ahead and get our plan upgraded to 18 GB and pay higher cost. Our plan starts on 8th of the month and now we have already use half of our data and I felt this is discrimination against us as deaf and unfair forcing us to buy more data at higher cost. We are senior citizen with limited income. Is there any thing FCC can do to help us?

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**Ticket: # 1087277 - Signal Jammer at hotel**

**Date:** 7/15/2016 3:06:55 PM

**City/State/Zip:** Delano, California 93215

**Company Complaining About:** Motel 6

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## **Description**

Hello, I'm writing because I believe the hotel that I've been staying for the last few weeks has "signal jammers" within its property. I travel for work to Vallejo, CA and I've been lodging at a Motel 6 in the city. The moment you enter their property there's a drastic drop in the wireless signal that makes me believe there's something suspicious. Calls don't go through and WiFi goes dead.

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**Ticket: # 1087627 - Xfinity/Comcast cut the wires for my RCN Cable**

**Date:** 7/15/2016 5:08:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Xfinity/Comcast was rewiring in our building moving their wires underground and cut my RCN cable and internet wires. I have had to go without service since June 20th. I have been working with RCN to get the service restored, however, Xfinity/Comcast moved the cables underground and put up new boxes that takes away the access for other cable companies. They had no right to cut my wires and not restore them. I am a student and can no longer do my homework at home and have had to cancel my service with RCN because we are having problems getting the service restored. Xfinity/Comcast has blocked me from getting my service and the xfinity site keeps jumping on my phone trying to get me to activate it. This is not fair for them to take away my right to choosing a different company.



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**Ticket: # 1087704 - Criminal Impersonation on the Internet**

**Date:** 7/15/2016 5:43:37 PM

**City/State/Zip:** Albany, Oregon 97322-0323

**Company Complaining About:** Comcast

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**Description**

I believe I am being criminally impersonated by another amateur radio operator, as an attempt to discredit myself as a amateur radio operator and volunteer examiner, on the following Facebook page:

<https://www.facebook.com/NW7OR-841814322564590/?fref=ts>

I have complained to Facebook about this page violating their policies, and they responded by saying it does not violate their policies.

My images have been unlawfully obtained and used on the Internet. Additionally, my recorded voice has been repeatedly played on-the-air, causing interference. I believe this violates state and federal laws, as well as FCC rules.

I believe the person responsible is (b) (6), call sign W7WZA, and that a detailed investigation into his Internet activity, as well as his computer and other electronic devices in his possession, will prove it beyond any reasonable doubt.

I consider these acts to be nothing more than the hateful conduct of a bully who is stalking me, by using amateur radio, computers and

smartphones as his tools, to make people believe that I am offering bribes as a volunteer examiner.

I have done my very best to discourage these acts, as well as give it time to go away on its own, and it still continues. It is time for it to stop now.

Upon successful investigation and confirmation, I am requesting lifetime revocation of the amateur radio license of the person responsible, as any criminal conduct of any nature whatsoever, specifically misrepresentation or impersonation by any means, either on-the-air or off, as well as bullying in any form, by any amateur radio operator must not be tolerated under any circumstances and should be appropriately investigated and prosecuted.

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**Ticket: # 1087771 - Cox Internet Service**

**Date:** 7/15/2016 6:05:15 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Cox

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**Description**

I have been a customer with Cox Communications for more than 11 years. Their internet service is horrendous and I always have trouble streaming, gaming or just surfing the web. They sent out technicians who only say it is my brand new equipment that is the problem. The connection is extremely bad but they always say from their end everything is fine even though I am the one seeing loss of connection, buffering, high ping and inconsistent service.

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**Ticket: # 1087957 - constant loss of internet**

**Date:** 7/15/2016 8:25:28 PM

**City/State/Zip:** Grafton, New Hampshire 03240

**Company Complaining About:** Fairpoint

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### **Description**

i lose internet multiple times a day and it comes back on and runs very slow for a while and i call fairpoint constantly, they send people out to fix it, it doesnt get fixed, im being charged for service i dont get. it isnt fair i have to pay for crap service and they have a monopoly on this area for cable service

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**Ticket: # 1098944 - Internet, Cable and phone**

**Date:** 7/22/2016 2:56:18 PM

**City/State/Zip:** Seabrook, Texas 77586

**Company Complaining About:** Comcast

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## **Description**

We had no choice but to have Comcast as our internet, Cable and phone provider. Being told that "Comcast owns the rights to all services." So once again we found ourselves being forced, to use Comcast as our provider. We have lived here for over a year with nothing but the same ole problems we faced in every other apartment complex we have lived in when Comcast refuses to allow anyone else access to another internet provider. We pay our monthly bill on time, sometimes to the tune of well over \$300 and dang near \$400. June of 2015 we had our services turned on, not with out a turmoil once again. Comcast wanted a \$350 deposit (which I paid) it went through our bank but no such deposit should on our Comcast account. I placed a phone call then and was told that "they will not send me a copy of proof of payment" ok, no big deal I have proof the payment went through our bank. Three days later the employee came to set up services (who was amazing) however, no fault of his, he told me that I needed to pay the \$350 deposit" I knew it! Again more time spent on the phone with a not so polite Comcast customer service department, that all have come to know so well. Exactly one week to the day of our services that we paid for, poof, ALL services went out. Not for one hour, not for two but for 3 days solid! The sent a technician out to look at the problem who my husband and I saw down at the box. He up and left, and left us with not services we had paid for ... for three days! Then Comcast wanted us to pay an additional \$75 fee to have someone come in and look at what was going on! 3 days later we regained service.

As I said we have been victim to Comcast cable of the years and well remain the victim during this year. From June of 2015 to now July 2016 our services on the average have gone out once a month, sometimes twice. This month alone July 2016 we have lacked services that we pay monthly for 3 times. No phone, no internet and no cable. Third time was a charm for me this month. I have placed hundreds of phone calls to Comcast with all the same out come. "You have an outage in your area it should be fixed within the hour" Two weeks ago no services for 5 hours, last week no services for over 6 hour and just this week no services for over 4 hours! Each and every month we face NO SERVICES! Now for the good part! Comcast has cost me over \$3,673.12 ... how? I am taking my Master Degree tests online as well as attending some classes. The latest test Monday July 18th cost me \$750 once again right in the middle of my test (which was due at 4pm the same day) WHAM the services that we pay \$300 a month went out! Seeing that this was the THIRD time this month I again had to take time out of my schedule, sit on hold, give all my information and explain my situation and asked "when will the services be on the we pay for monthly" I was hung up on! I then again called back once again being placed on hold, again having to give all my information ... to be explained to that "services we pay \$300 a month for will not be back on for another 3 hours" Thanks once again to Comcast I just flushed \$750 down the toilet, got hung up on and just paid \$270 bill for services that DON'T WORK!

Wait there's more. Months ago I placed a phone call to Comcast, our internet and cable were acting up. I was concerned that the people below us were "stealing our internet" Comcast made promises to come out and look at the wire that is coming from the ground onto the porch of the folks below. Also with promises that they would allow me to know what they found out. Have not heard one thing from

Comcast, did they even check? Did they ever care to check? Or are they just happy with our paying our bill? Empty promises

Comcast even has my named spelled wrong ... I have called from the beginning to have someone to fix it ... still NOTHING!

Customer service is a joke, never have I had to deal with such rude people ... mostly the women!

Again, we pay \$300 a month for a service that is far below standard! We've dealt with At&T and Grande Communications for years and years! Never once did we have a problem ... not once! Every time we are FORCED to deal with Comcast all we have are problems, lies and empty promises given! I am a paying customer! I am sick of rude customer services reps, I am sick of being hung up on, I am sick of being lied to, I am sick of paying for services that barely work ... I AM SICK OF COMCAST! But, alas, we are forced to have them as our Internet, phone and cable providers. Quite the racket they have going on there ...

ONE DISGUSTED COMCAST UNFORTUNATE CUSTOMER!

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**Ticket: # 1087964 - Digital Blocking, Lag**

**Date:** 7/15/2016 8:35:16 PM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Optimum

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## **Description**

I have a persistent problem with watching Ch 11 WPIX in New York, NY on the Optimum Cable system. There is digital blocking and lag in the signal. I have placed a complaint with my cable provider and with you. I don't know if the problem originates with the station or with the cable company. I only watch Ch 11 when they broadcast Yankees games, so that is the only time I notice this problem.

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**Ticket: # 1088157 - Bad Indtallation of Exfinity WiFi.**

**Date:** 7/16/2016 2:14:02 AM

**City/State/Zip:** Bay Point, California 94565

**Company Complaining About:** Comcast

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### **Description**

Installer Did a Very Bad installation , and disconnected our Direct TV Satellite service in the process. And Did not do it the way that I showed him to run it. And has caused damage to our home.

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**Ticket: # 1088158 - Bad Indtallation of Exfinity WiFi.**

**Date:** 7/16/2016 2:22:17 AM

**City/State/Zip:** Bay Point, California 94565

**Company Complaining About:** Comcast

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### **Description**

Installer Did a Very Bad installation , and disconnected our Direct TV Satellite service in the process. And Did not do it the way that I showed him to run it. And has caused damage to our home.



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[Ticket: # 1088272 - AOL....Current story on "Clinton Meets with Elizabeth Warren at home as decision nears](#)

**Date:** 7/16/2016 10:24:27 AM

**City/State/Zip:** Hampton Bays, New York 11946

**Company Complaining About:** Aol

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## **Description**

On the "Join the Discussion" blogs, AOL has allowed sexually explicit Pornographic cartoons and or videos. The 1st showed a video of Donal Trump humping a black man, albeit both were clothed. IT still was sexually inappropriate especially if under age persons looked at it. On the same video, the next picture was Donal Trump, clothed being forced to suck a hot dog! OUTRAGEOUS.....another cartoon was equally disturbing with the Trump WH in the Background Engraved on the building TRUMPS WHORE HOUSE and a picture of naked women below. I was so offended I wrote that if they did not remove these VILE Porno pictures with 10 minutes, I was contacting the FCC. Which I have done, When I returned to see them again after 10 minutes, I couldn't find them,,,,,however the Disgraceful intent and damage was done. Just how many children saw these explicit sexually offensive pornograph pictures? I am asking you to thoroughly investigate AOL and would request feedback. This can not be accepted..even during such a vitriolic campaign. Presidential campaign !

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[Ticket: # 1088285 - Hacking on server/ illegal IP](#)

**Date:** 7/16/2016 10:37:47 AM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** AT&T

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### **Description**

Illegal imaging of personal email and documents. Prevention by program of simply battery charging on my device. Fcc l'd BCG-E2644A.

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[Ticket: # 1088472 - unable to check emails when logged into my verizon account online](#)

**Date:** 7/16/2016 1:51:48 PM

**City/State/Zip:** Bushkill, Pennsylvania 18324

**Company Complaining About:** Verizon

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## **Description**

in 2015, I switched from Verizon internet and email service to a local cable company, however, I wanted to keep my verizon.net email address, so I paid Verizon to keep that email address. Now when I try to check my email online by logging into my Verizon wireless account online, there is no longer a link for checking emails. I spoke to over 6 people today and they merely transfer me to different departments, none of whom will help. So my complaint is that as of this writing, I am still unable to check my verizon.net emails online. Help and thank you.

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**Ticket: # 1088520 - HughesNet sucks**

**Date:** 7/16/2016 2:36:14 PM

**City/State/Zip:** Dandridge, Tennessee 37725

**Company Complaining About:** Hughes Net

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## **Description**

We are in the STICKS and have only satellite service for internet. We subscribed to HughesNet, the only viable provider around, and now our VoIP is unusable due to drastic static. I've called 6 times, 3 calls dropped for no apparent reason, after which they sent a technician out (Service Order #7037167) who couldn't help. They appear to have no intention of helping us and we're locked into a 2 year contract w/the only service provider w/more than 15Gb data per month. Even their web site is minimally functional, full of dead links!

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[Ticket: # 1088650 - Internet service provider](#)

**Date:** 7/16/2016 4:34:11 PM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** Clearwater Wireless

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## **Description**

Since starting of contract .  
data flow sporadic.

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**Ticket: # 1088637 - Exede internet service**

**Date:** 7/16/2016 4:17:48 PM

**City/State/Zip:** Sale Creek, Tennessee 37373-9514

**Company Complaining About:** Exede Internet Services

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## **Description**

Exede is constantly losing connection, then reloading, and charging me for reload, by the third week or so all data is used up, and they slow down my internet speed. When i complained they accused me of "too many downloads" and told me to manage my time better. They completely denied any fault on there part and refused further investigation.

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**Ticket: # 1088834 - Malware installation**

**Date:** 7/16/2016 8:31:02 PM

**City/State/Zip:** Brooklyn, New York 11220

**Company Complaining About:** Advanced Mac Cleaner; (b) (6)

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## **Description**

A program by the name "Advanced Mac Cleaner" was installed inadvertently by my 10-year old son, and it has been interfering with our computer use. The responsible company (phone (b) (6)) claims that it can be only uninstalled after our computer is remotely accessed by them.

Does this process follow FCC guidelines? Since when remote access is necessary to uninstall a program in our personal computer?

I would appreciate your input and would like to file a complaint against this company.

Sincerely,

(b) (6)

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**Ticket: # 1088839 - Extremely High Jitter with occasional packet loss issues**

**Date:** 7/16/2016 8:53:54 PM

**City/State/Zip:** Aldan, Pennsylvania 19018

**Company Complaining About:** Comcast

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## **Description**

I have Comcast internet. It has a been giving me problems for almost a year. I've had several technician visits and the techs keep saying there's nothing they can do. That my signals are good and that they will try and escalate my problem to their network engineers. I have never heard anything back from them. Every time I talk to a representative, it's a completely new person, and they have no idea what I'm talking about. I've run out of options to resolve my issues with high jitter and occasional packet loss. My internet is un-usable besides surfing the web. I pay a lot of money each month to Comcast for this service, but it hasn't worked properly in almost a year. I have several Ping Plotter results they prove their is something wrong with my internet. I will attach them to this complaint. Please help me resolve my issues with Comcast.



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**Ticket: # 1088970 - Addition to complaint #1086754.**

**Date:** 7/17/2016 8:22:35 AM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

Internet intermittent . Wire is frayed under street. street would have to be dug up. I have been paying for this service for two years and filed 6 FCC complaints. In order to bring my speed up to from .5 upload and .67 download AtT had to move my speed package up, I insisted at no charge. I have have requested a \$ 1,509 refund for services which I could not use, having to hang out at coffee shops for Internet. As stated intermittent service. I've had 10 ATT represent in my home week of July 13th, I was advised by two to downgrade my system, had two new modems install, had a frayed wire outside brought to my attention, head scratching. Each day I called and placed another service call. I need a higher speed and deserve two years worth of agony and trust to be repaired, street Doug up as it was fraudulent for past two years to pay for the product I might debt or in most cases didn't, it was false advertising by ATT that sold me the product, and then could not deliver. The ATT box is 257 ft away from my home, there is another 40 ft away from my home.

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[Ticket: # 1089064 - Signal Leakage in Neighborhood](#)

**Date:** 7/17/2016 12:15:14 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Comcast

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## **Description**

Comcast has stated I have loss of connectivity due to signal leakage and they have not made any reasonable attempt to correct the issue in a timely manner.

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**Ticket: # 1089208 - e-mails being edited before they are sent--but not by me**

**Date:** 7/17/2016 3:49:46 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** AT&T

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## **Description**

I do not have a phone because they have all been stolen in San Antonio, TX and Washington, D.C.  
Dear Sirs:

I tried to send an e-mail to myself--when I forgot I had created a new e-mail account because the previous (b) (6) account had been inaccessible. I tried to use a prepopulated file to send a message to my pen name--(b) (6), forgot that the prepopulated field was not in the new e-mail address, was not paying attention, and ended sending it elsewhere....when I got the message in my own e-mail, it had been edited from the original message--either by hackers or by the provider--"gmx". When this was a German company I had no problems with it, now that it is American in nature, I question its ethics. Is a communication provider in the U.S. allowed to go in and alter communication from what is being sent? Are they allowed to even look at such communication? Wouldn't that leave them then liable for any and every message sent--and wouldn't they need to put such a disclaimer on their website?

I have had about 7 e-mails blocked or taken over or cancelled without my permission. Is a communications provider the same as an editor of a book--or more like a pipeline providing transport for water--such as my father helped build in Korea during the Korean war?

With a pipeline, one just provides a secure means of transport of a message without any interference so that what goes in on one side comes out on the other in the same form--otherwise it is like the translations at the U.N.--where there is so much going on you have no idea what information people are actually getting and a lot gets missed, misinterpreted, or lost in translation

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**Ticket: # 1089213 - Internet ad**

**Date:** 7/17/2016 3:55:55 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Avira Antivirus

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## **Description**

This company placed an ad on my computer for an upgrade. There was no way to refuse the upgrade. Their ad kept re-appearing no matter what you tried to do to get out of it and would not allow me to perform any other computer functions. It basically hijacked my computer. It was finally necessary for me to shut everything down and then restart my computer. When trying to contact them, I received a recording saying "no one is available"

---

**Ticket: # 1089220 - FACEBOOK BLOCKING/IMPEDING MY COMMUNICATION**

**Date:** 7/17/2016 4:02:05 PM

**City/State/Zip:** Tulsa, Oklahoma 74136

**Company Complaining About:** Cox

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### **Description**

Since 7/14/2016, my posts have been disappearing from my account, I'm not receiving current posts, except local "for sale" posts, most posts are at least a week old. I feel this is politically motivated as I am very active with Politucal postings!!

Problem isn't COX, it's FACEBOOK maybe following someone's orders??? requests??

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**Ticket: # 1089252 - Comcast Data Cap**

**Date:** 7/17/2016 4:36:43 PM

**City/State/Zip:** Highland, Indiana 46322

**Company Complaining About:** Comcast

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### **Description**

Comcast is introducing a 1Tb monthly data limit in my area. The other option is to be charged an extra \$50/month for unlimited data usage that we are already receiving. This is a limitation of my consumers rights in order to beget extortion.

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[Ticket: # 1089293 - hijacked my computer](#)

**Date:** 7/17/2016 5:19:27 PM

**City/State/Zip:** Franklin, Georgia 30217

**Company Complaining About:** Exede

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### **Description**

I was on the internet and all this stuff went to running on the screen and said my computer had been hijacked, I had heard of this before and people said they wanted to charge you to unlock. I called the nr and they do not give a company name, just say hold for a technician. The nr is 1-855-446-2808. Thanks for any help.

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**Ticket: # 1089382 - My internet keeps going off**

**Date:** 7/17/2016 8:11:20 PM

**City/State/Zip:** Anderson, Indiana 46011

**Company Complaining About:** Comcast

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## **Description**

Some over seas rep told me if I got there 70 dollar Internet package I wouldn't drop service and it wouldn't buffer any more. From when I got it in May till now it shuts off prob 6 times a day. I work from home and it cost me money. I called the 1800 number and keep getting a foreign rep and they refused to connect me to someone in America. The foreign rep kept telling me I only called in one time about it. I hung up and called again and they finally said I called in May June and July. Never sent someone out only credited me 5 dollars. I called a friend that does line work for Comcast she told me that we have a bad ground or Ariel that our service shouldn't drop that much. She was able to go on her laptop and figure it out in 5 mins. Now I have a 170 dollar bill because I won't pay for a service that doesn't work. I called back got an over seas person she said I was a liar and that she couldn't switch me to someone in the states again and she couldn't credit me. I hate Comcast they don't give a shit about their customers, they just want to take your money and pay some foreign worker 2 dollars an hour to do nothing. If this doesn't get fixed I am getting a lawyer for lost wages since I work from home and being scammed out of 70 dollars a month. Please help because calling Comcast does nothing and they shouldn't be able to operate a business this way.



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[Ticket: # 1089417 - const, rights, to freedom of speech....](#)

**Date:** 7/17/2016 10:15:50 PM

**City/State/Zip:** Fort Meyrs, Florida 33908

**Company Complaining About:** Straight Talk

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## Description

(b) (6)

cc

cc; website

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[Ticket: # 1089468 - Privacy and civil and individual and us constitutional rights...](#)

**Date:** 7/18/2016 12:09:30 AM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

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## Description

(b) (6)

CC

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**Ticket: # 1089530 - Xfinity data cap**

**Date:** 7/18/2016 5:40:29 AM

**City/State/Zip:** South Bend, Indiana 46614

**Company Complaining About:** Comcast

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## **Description**

'We have 4-5 people each day or few days every month using their laptops and etc. online and comcast messaged the owner of the house stating that comcast has been or will be capping the usage of the internet for us. It doesn't feel right and I have been doing personal research and it seems that it has hit or will be hitting our residential areas. We cannot use or do anything like we have even if it's music, video games, or even socializing online. We have to watch what we use and if we go a bit over, we will have to pay \$10 for each 50GB over their personal data plan [or \$50 dollars of their plan for unlimited, we already pay close to \$150 a month]. Comcast says it made the most recent changes because it has "listened to customer feedback about wanting a carefree online experience that doesn't require them to think about their data usage plan." Which with a basement full of 4-5 people that go on their phones and laptops/high end gaming PCs to search and communicate with others. It seems like a scam and where we are located, We don't have any other high speed internet like comcast [or really slow and annoying AT&T]. They have said it's about fairness but It's not if we are all looking at other providers we cannot use after the news that comcast is data capping us. It's a huge interference to us all and everyone who has complained, Also it's really money hungry and does not hurt for internet providers to not cap anyone. It's not an open and free roaming internet if providers are doing this, including it even hurts businesses that use way more data to even function. It's a slight bringer of paranoia and anxiety over even going over the limit they have stated for our area and individual homes.

That is 100% why the data caps exist [they shouldn't exist at all..] . The biggest internet providers in the US are also the biggest tv companies. With netflix, hulu, amazon prime video and torrenting having a good internet service cuts directly into their tv profits. It is cutting us in the process by making us pay more when we go over their limit. I don't know much what the FCC can do but please help the people that have complained about this and since it has in no way before hurt their company or ban capping for good? "

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**Ticket: # 1090397 - Additional information for complaint #1086754**

**Date:** 7/18/2016 2:48:55 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

Intermittent Service. As per following complaints have expressed we are still having intermittent service at 1333 Skiles. After having 10 ATT technicians stat " I've never seen anything like this with your box so close" to I found a broken wire', you need to down grade your service, to ATT will have to dig up the street because the problem is in a conduit that is old". We still have yet to receive the services ATT sold us, we have been defrauded as this is easily the 6th FCC complaint filed on this matter in 3 years.

We seek resolve from ATT, and would ask for all households that are rendered from the ATT box be tested for their speed, a third party mitigator be placed into action, and reimbursement be made to all households.

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**Ticket: # 1090595 - HAM Neighbors Radio interfering with WiFi and other devices**

**Date:** 7/18/2016 3:41:39 PM

**City/State/Zip:** Bloomington, Minnesota 55431

**Company Complaining About:** Comcast

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## **Description**

Our neighbor has a enormous HAM Radio antenna in his yard which he uses to broadcast. Our WiFi has been dropping at around 4pm and so has our neighbors who use different ISPs. We have determined that it is likely from the HAM radio signals being broadcast. It has also caused problems with garage door openers, and TV signals.

---

**Ticket: # 1090472 - Comcast Xfinity service**

**Date:** 7/18/2016 3:05:47 PM

**City/State/Zip:** Lynchburg, Virginia 24502

**Company Complaining About:** Comcast Xfinity

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## **Description**

Daily outages for the last 5 months, and numerous calls put in to complain but the company refuses to fix it or even look into the issue. Two "senior" supervisors have promised to return a call back to me so I can escalate my claim to a "tier 2" technician but two weeks later, nobody has contacted me.

---

**Ticket: # 1090527 - internet not working since day one!**

**Date:** 7/18/2016 3:22:48 PM

**City/State/Zip:** Raleigh, North Carolina 27616

**Company Complaining About:** AT&T

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## **Description**

AT&T installed GIGpower (1000MPS) internet in my home back in may. The day they installed it they had to come back out because it was not working. Over the last 3 months they have sent about 10 technicians out to try to fix the problem. The connection problem would get better when they were here, and two days later it would start back. They have blamed it on the modem, the line, the fiber ( and replaced them all at least once). Then they started blaming it on my equipment even though I have 4 computers doing the same thing. They said it was my switch so I went out and purchased a new switch, then they said it was my network card so I went out and purchased a new network card. The technician came out again last Friday 7/22/16 and said there was voltage on the line and the wire was not grounded. When he left it was working better but could not get speeds above 500 MPS when I am paying for 1000MPS. Then today the whole network started going down again intermittently. I have screenshots to show the technician and the technician saw it for himself last Friday. Then I get a bill for almost 500.00, for a service that I cannot use like promised. I had to keep paying Time Warner for cable and internet because AT&T could not get it working.

---

**Ticket: # 1090756 - Comcast blocks all access to hbo go on playststion 4**

**Date:** 7/18/2016 4:38:13 PM

**City/State/Zip:** Pulaski, Virginia 24301

**Company Complaining About:** Comcast

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## **Description**

Comcast has setup their Internet service to deny service to hbo go on the playststion 4. Presumably they have taken this action to ensure that American consumers are left with only one option for HBO content when comcast is their Internet service provider, that option just so happens to be a cable subscription with hbo content add on through comcast. They do get a nice little chunk of change from hbo if ordered through comcast.



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**Ticket: # 1095879 - Connectivity Issue****Date:** 7/21/2016 8:44:30 AM**City/State/Zip:** Detroit, Michigan 48219**Company Complaining About:** Comcast

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**Description**

For 3 months I have been dealing connectivity issues with my internet service through Comcast. I work from and work through a VPN and my PC is constantly freezing while in my VPN do to losing connection with the internet. I have mad several phone calls to Comcast and no one can seem to help me get this issue resolved. I cannot do my job effectively because of this issue and I am in danger of having to go back into the office. Every time I have called Comcast I am advised that my speeds are fine an they see issue. I have been going back and forth between Comcast & my employer for 3 months. The 1st time this issue occured I called my IT department because I thought it was a issue they would have to fix. My It department had me bring in my PC that I use at home and had me work through my VPN as if I was at home, and of course I had no issue at all. The next day I was set back at home and the issue with connectivity loss occurred again. I called my It department back and advised them so did a remote session into my PC and it was found that I was dropping packets so I was advised to reach out to Comcast. I reached out to Comcast and explained my issue they sent a tech out and he in fact said I was dropping packets, he proceeded to change outcable wire running from the wall to my modem and advised me if the issue persists to give Comcast a call back. The tech was gone no longer than 30 minutes when the issue occurred again, so I got back on the phone with Comcast and was told that my signal strength was fine and that I would need to contact my employer. I reached out to my It department yet again and was advised again to bring in my PC so they could monitor and once again no issue. I get back home the next day of course the problem continues. At this point I'm really frustrated so I wait for a week or two before I contact Comcast while in the mean time I constantly have to keep shutting my PC down because its constantly freezing on me because I'm losing connectivity, which is affecting how do my job. I finally call Comcast back and explain this issue all over again and explain how when I go to the office and work as if I'm working from home through my VPN and there is no issue and all the conversations I've had I get the same response my signal is great. So I wait for a few days and call back and get the same response. I call my IT department and was advised by them maybe a new modem is needed so I take my old modem to my local service center and swapped it out for a new one, came back got it installed and once again the same issues is happening. I call my IT department back to let them know and was advised maybe purchasing a new Ethernet cable may work so I did that, same issue continues to happen. My IT department tells me at this point they have did everything from their end and everything cross check they've done goes back to a connectivity issue which would need to be fixed by Comcast, so I get back on the phone with Comcast and explain my issue once again and was told yet again my signal is fine and that its probably an hardware issue that the ports in the back are not working properly so I get back on the phone with my IT department and explain which at that point I was advised to go out and purchase a USB wireless adapter which would allow me bypass the wiring from my modem to my PC mind you we are not allowed to work of a wireless connection because of security issues but my IT department wanted to see if this may be the issue so I went out and purchased this device and went wireless while my IT department monitored my PC and sure enough I lost connection as usual. My IT department calls me and says now we know its not an hardware issue its not an issue with your VPN but its a issue with connectivity which is a Comcast issue. Once again I get back on the phone with Comcast and explained my issue I finally got a

technical support person named Tom who ran a diagnostic test on my PC using a command he had me enter on my PC and it was found at that time that I was 4% packet loss. He explained to me that because I work off a VPN when a packet is dropped my VPN goes haywire and that's why my PC keeps freezing on me which is Comcast issue. I almost cried because I had been dealing with problem at this point for 3 months. He had a tech sent out to my home on 7/17 and he advised that me that my account was fully noted and the tech would know what to do. Sunday came the tech came out and entered my home with a modem so of course I'm dumbfounded because this was not an issue with the modem the tech on the advised it was issue coming from the outside lines from the pole to the inside. I explained the whole ordeal once again and the tech looks at me as if I'm crazy and says he never heard of such a thing if the signal is good then a check at the pole is not needed. So I proceed to type in the command the tech on the phone gave me and show him my packet loss and as well as showed him how my PC is freezing. He begins to state "I have never encountered this and this out of my house" and proceeds to call his supervisor and explain the issue. His supervisor then asks to speak with me then I proceed to explain the issue, his supervisor then advises me that he had a customer on Saturday who had the same issue with her VPN and he was able to get it fixed but the office was closed that he would need to speak with so he gave me his number and he asked for mine, he said he would call me at noon on Monday to have my issue fixed Monday came no call and when I called him on 3 times through out the day no answer I even left a voicemail . . .nothing! So I got back on the phone with Comcast yet again and went through my whole story yet again and was told that because I am residential I'm not going to get the same preference as a business class account at that point I'm so angry so I asked to speak with a supervisor which I did and was advised by the supervisor that since I work from home and do not have a business account I will not get the same treatment because residential accounts are basically used for accessing you tube, Facebook and things of that nature. I explained to her that my company has 1000s of employees working from home and none of them have business accounts I also explain to her that when I 1st decided to work from home I called Comcast to see if they recommended me change my speed because I would be working from home and I was never advised I would need a business account and that all the conversations I had with Comcast over the last three months no one has ever said that to me. She then proceeds to tell me she will reach out to the Michigan distribution office to have the supervisor who told me he would call reach out to me and as of today I've heard nothing. Please help me I'm at the end of my rope and need help. By the way along the way I was given \$20 off of my bill for the next year but was good is that if I have a service that I continue to pay for that does not work properly!!

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**Ticket: # 1090834 - Internet**

**Date:** 7/18/2016 5:02:31 PM

**City/State/Zip:** Cedar Key, Florida 32625

**Company Complaining About:** AT&T

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## **Description**

I have a business in Cedar Key Florida. There are days we are completely without internet and all other days the internet goes in and out. I do business with overseas order via email. That is our only real way of communicating with our Japanese customers. I only have u-verse for my internet and REFUSE to put our phone line on U-Verse as it goes out quite OFTEN and then you can not run credit cards. Something needs to be done. Businesses cannot run without phones and internet. We are expected to pay our high cost bills but ATT does not want to fix the problem.

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**Ticket: # 1090865 - repeated internet outages**

**Date:** 7/18/2016 5:14:15 PM

**City/State/Zip:** Boise, Idaho 83702

**Company Complaining About:** Cable One

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## **Description**

Monday July 18, 2016

Starting Tuesday July 12, 2016 and every day thereafter I have had outages.

Tech support is poorly informed and one time tried to blame me.

I have been cut off by outages twice (I use non- Cable One VoIP service) while talking to Tech support.

All my equipment has been checked and works.

Thursday was the worst day of all.

Friday a technician came in and verified my outage complaints, he said the problem is being resolved (but it isn't).

Monday, July 18, 2016, two outages so far.

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**Ticket:** # 1091263 - [m\\_ray1@icloud.com](mailto:m_ray1@icloud.com)

**Date:** 7/18/2016 8:15:39 PM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** Comcast

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## **Description**

Our internet goes out once or twice a month. Comcast keeps sending people to fix it, but it only lasts a few weeks until they are back to fix something again. My complaint is that it seem they keep doing half measures to fix the problem just for it to break a few weeks later. They are not putting the money and effort towards a more permanent solution to the problem.

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**Ticket: # 1091077 - hackers are hijacking my 911/ fcc via ldap to hijack my devices.**

**Date:** 7/18/2016 6:24:49 PM

**City/State/Zip:** Kalamazoo, Michigan 49009

**Company Complaining About:** Fcc Alert System

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## **Description**

My iphone and macbook have recently been corrupted by an unknown outside party. when I looked at the way they were getting in, I found inside wifi a link to location:FCC with exceptions to several ports and areas on my device or hd which the hacker bots have opened. I removed all exceptions but since they got in so easy, they were able to actually change the setup and programs in both my phone and macbook! now I have switched to fliptop phone with no internet but see that they can still get through. I have found two im's within my macbook, one is Korean and the other is vietnamese! they list my mac address and other things so they can get in as long as they know my mac address.

---

**Ticket: # 1091093 - My Internet is being controlled by an AT&T (2-wire) router and I currently have service w/ Comcast**

**Date:** 7/18/2016 6:29:47 PM

**City/State/Zip:** Merrillville, Indiana 46410

**Company Complaining About:** Comcast

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## **Description**

I have changed my network name and password twice, on the Comcast wireless router and twice, the changes a rep from Comcast helped me make, have been switched back to the old settings I used to have when I had an AT&T router. That router is no longer connected and service with AT&T has long been cancelled. My internet seems to be working, but sometimes I get error messages that Comcast cannot connect to the Comcast server. So, I'd like to know just WHO's servers I am really connected to and WTF is going on.

I tried to bundle services recently with AT&T/Direct TV, and was told by a Rep, MATT, that high speed internet was not available in my location. Which I know was a LIE because I had it previously. The AT&T/Direct TV installer neglected to tell me that only one of the requested bundled options was installed. None of the AT&T features(phone and high speed internet were). Now suddenly my network has been changed back to what it was when I was with AT&T before. Also on July 3rd, almost 4500 registry items were installed into my computer, no idea where or who installed them. This was after I had placed my order for the bundled package with AT&T/Direct TV. Could this be NSA interference? I am a 67 year old retired teacher, by no means, a terrorist of any kind!

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**Ticket: # 1091446 - internet access blocked**

**Date:** 7/18/2016 10:38:04 PM

**City/State/Zip:** Torrance, California 90501

**Company Complaining About:** Time Warner

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**Description**

my access to internet is blocked. talked to representative was unable to help paid for my service and no the service is blocked



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**Ticket: # 1091712 - Xfinity hijacking home page**

**Date:** 7/19/2016 9:29:00 AM

**City/State/Zip:** Vineyard Haven, Massachusetts 02568

**Company Complaining About:** Comcast

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## **Description**

For the past 4 months, the media company Xfinity/Comcast has been hijacking my home page both in Firefox and Safari on a regular basis. At first this occurred perhaps once a week. It is now happening 3-4 times a day. I have called them and complained and they say "they know nothing about it" and it is a problem with my computer. I don't think so. There are complaints about this all over the internet. My husband is a physician who enters copious amounts of patient information into his clinic's medical record records software. Xfinity is also hijacking the computer's at his clinic. When this happens he must restart his computer and reenter the medical information. After more than 2 hours of data entry, this intrusion is uncompensated lost time and amounts to criminal hacking. Please investigate and stop this aggressive soliciting. Thank you. Martha Yukevich

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**Ticket: # 1091748 - Comcast internet issues**

**Date:** 7/19/2016 9:53:08 AM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** Comcast

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## **Description**

I currently have internet service through Comcast. I work from home and as a result have speed requirements that force me to use Comcast. I have been having issues since getting the service (two months now). I have been able to get support from Comcast for the past two weeks. After the first tech visit, the service became significantly worse. The next two techs both reported that the signal at the tap is too strong and likely the cause of my issues. I know that Comcast is aware of the issue, but every time I contact them I get the response that the issue will be resolved in X number of hours. The hours pass and the issue is not repaired. At one point a service representative suggested that if I rely on the service to connect to my work, then I should have bought business class if I wanted timely repair service. This is simply unacceptable.

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**Ticket: # 1092189 - Comcast Technical Survice and Internet Complaint****Date:** 7/19/2016 12:41:01 PM**City/State/Zip:** Hickory Hills, Illinois 60457**Company Complaining About:** Comcast

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**Description**

Hello,

At the beginning of June, I called Comcast customers service complaining about the internet connection. I have no internet connection in the morning times (the average is 6:00 am -3:00 pm), and sometimes in the evening as well. On some days I have no internet connection at all. They couldn't figure out what was going on on the phone, so we set an appointment on 6/19/2016 between 5-7 pm. On that day two technicians came to the house at 8:45 PM and they started tracking the problem. They went to the pole outside and fixed some stuff and add/change some wires leaving them hanging in the air very close to the ground (kids can reach them). They added a box and wires in the backyard. Then they came back to the house and said they must add a device "called EXTREME" temporarily to make the signal stronger. And because he came late, he left the devise in the living room in front of the main door and the wires all over the place, he said he'll come back within couple days to put this device in the right place and organize the wires. (I'll attach the pictures that show that).

Nothing happened with the internet connection and I still have the same problem, no internet connection most of the day. The technician never came back or called to reschedule. The neighbors started complaining about the wires on the pole because they are hanging in the air very close to the ground. The box they added outside in the backyard is not fixed on the wall anymore and it's just hanging in air and rain. We don't let kids go close to that area because it is extremely dangerous. (I'll attach the pictures that show that as well). So we scheduled a second appointment to fix all the mess they made indoor/outdoor. They guy who was on the phone understood the situation and he said that is a safety issue and need to be fixed ASAP and he gave me a confirmation number of the appointment. He said someone is going to call me and come to get the job done, and for sure before the 4th of July. Again, nothing happened, no one called, no one came. I had to call Comcast again on 7/7/2016 and they simply apologized for that appointment (they said it was a busy month) and asked me to set another one. First, she said I need to wait at least 20 day, however, after I explained the situation she said it is safety issue and someone is going to call me within 3 business days to visit us and fix everything. again they never called and nothing happened.

For nearly two months I barely used my internet on the time that I need it, some days I don't even have internet at all. They made the living room filled with messy wires and device, that was unprofessional "they said temporarily!!". I don't feel safe because of the box that is hanging in the backyard especially when it rains or windy. Neighbors complaining about the wires on the pole and it's not safe. I had to set three different appointments and they do nothing and they just had me to set new ones.

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[Ticket: # 1092146 - hacking and stealing](#)

**Date:** 7/19/2016 12:25:41 PM

**City/State/Zip:** Rome, Georgia 30161

**Company Complaining About:** Microsoft Xbox Live Windows 10

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**Description**

microsoft xbox live has hack my computer... and stolen from my bank account

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**Ticket: # 1092314 - Probable Illegal (Fraud) Current/Ongoing Internet and Text Activity  
-- Want Help Catching Them!**

**Date:** 7/19/2016 1:24:39 PM

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

**Company Complaining About:** Verizon Wireless

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**Description**

Hello!

Please help--

Are you interested in a scam in progress?

I am in the process of responding to a child care ad through care.com and can see the "handwriting on the wall."

I believe it will morph into a bank account situation in which there will be "confusion" over paying for a "child's wheelchair purchase." (I will not be participating unless under your direction to catch these people, as I suspect I am not their first 71 yr. old potential victim.)

I think these people are in a foreign country due to the words being used, misspellings, and syntax (it is "explained away" because the "mother" claims to be deaf).

The "mother" is looking for someone to care for her 4 year-old son who was injured in a car accident in which the son's father was killed. The son is not yet in a wheelchair, but when they they relocate to this area from Texas, I am to become involved with the purchase of the wheelchair. Supposedly, a check is in the mail to me that includes a week's advance salary plus payment to the "wheelchair seller."

The beginning of my child care employment is supposedly 8/1.

Communications have been through email and texts.

The advertisement was posted through care.com. However, the ad to which I responded was just for temporary part-time care, just 6 afternoons only (fill-in for a nanny on vacation).

But, these people must have gotten their situation confused because it morphed into the deaf mother/dead father/son-soon-to-be-in-wheelchair- situation described above.

I reported my experience to care.com. They have shown no interest; I received a "canned" response about "safety."

Thank you.

PS I see on next pages I have to include internet carrier, etc. As you can see...my complaint is not against them, but, of course, I am required to include that information. My cell phone company is currently Time Warner (Comcast)

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**Ticket: # 1092397 - Re: Internet goes down randomly once or twice a day - follow up complaint**

**Date:** 7/19/2016 1:49:22 PM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1025165 "Internet goes down randomly once or twice a day" - this still happens, up to an hour, multiple times a day. it is making it difficult to use at all whether wired or wireless. upon checking my speeds at several different sites, i received an average of around 40mb download and 8mb upload, which considerably less than i pay for with blast internet, at which i should receive around 100mb/s download. as well as not getting the speed i am paying for and all of my devices lagging anytime a video is playing, i am not getting my full service i am paying for as it goes down multiple times a day for considerable amounts of time. it is making it difficult to use the service at all and when it is used for streaming it is often unusable because of the poor speeds, especially when using it wirelessly. until another option is available i will continue to try and work with comcast for better service because currently there is no other option with the speed i need in my area, but i am also contacting the better business bureau as a matter of recovering partial payment seeing as my internet only works about 75% of the time.

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**Ticket: # 1092508 - My files are going to be held hostage in 10 more days**

**Date:** 7/19/2016 2:15:45 PM

**City/State/Zip:** Anthony, Florida 32617

**Company Complaining About:** Centurylink

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## **Description**

Somehow I have a message on my computer , (on my start up screen) that says that if I don't register on " bitcoin" that they will take control of my files until I pay them off. I will attach the message for you to see. I'm sure you seen this before. What can I do to extricate this from my computer? Scott Green



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**Ticket: # 1092756 - complaint**

**Date:** 7/19/2016 3:34:20 PM

**City/State/Zip:** La Puente, California 91744

**Company Complaining About:** Frontier Communications

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## **Description**

yolanda valencia

Jul 17, 6:38 PM EDT

I am writing to your agency again, I have previously filed a report with you. My problem with Frontier has NOT been resolved. My Internet service has not been working properly since the Verizon/Frontier switch. I have called multiple times to get it fixed. Each time different technicians come out I am given a different reason for the internet not working. I have been told that I needed to fix some wires which I did ,I was told that I was getting too much power for the modem to handle so they reduced the speed of my internet, I was told that they cannot find a problem with the internet despite the fact that it doesn't work, at least five times technicians has been out and I have made multiple calls and still my internet doesn't work. Today i was told that maybe it was my computer! I actually had my computers checked at the beginning of this ordeal. I have several computers and it fails to work on any of them. The service person on the phone said that the problem is easy to fix just "turn the modem off and back on again until it works" A technician told me to go outside and open up the box and move the wire to restore the service,I am not a technician and I should not have to move wires outside of my home nor should I have to be turning the modem on and off until it works.The internet has been off more that it has been on. Now I have been told that unless I do something with my computer I may be charged for the technician to come out and check the service I really need your agency to help resolve this matter.

Every time the technicians come out they only reset the modem like I do and leave. The internet problem is really upsetting since Frontier doesn't seem to care about fixing the issue. I Have to wait at least 4 to 5 days to get them to send someone out to check it and then it is only a temporary fix the longest that the internet has worked is a few hours.

Thank you

(b) (6)

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**Ticket: # 1092873 - internet service**

**Date:** 7/19/2016 4:10:05 PM

**City/State/Zip:** Summerdale, Alabama 36580

**Company Complaining About:** Centurylink

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## **Description**

We do not have choices of internet companies, we only have CenturyLink. The service is so poor. I am told that because I am so far away from the central office I will only receive 1 whatever, when the person living next door to the central office receives 10. I thought this was America where we had choices. There are several other carriers willing to step in and offer service, however, CenturyLink is stopping them from doing so. Is there nothing that can be done to open the market of free trade in our part of Alabama?

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[Ticket: # 1093404 - wifi / tv antenna signal jammer](#)

**Date:** 7/19/2016 7:39:12 PM

**City/State/Zip:** Manchester, New Hampshire 03104

**Company Complaining About:** Comcast

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## Description

I believe some one in my neighborhood is running a signal jammer in my neighborhood. My TV antenna gets poor to no reception between the hours of 8AM-10PM during the weekdays. The wifi in my neighborhood is also affected, all of the wifi networks go down at the same times. The following times are when all of the wifi networks in my neighborhood goes down at the same time: 5pm-6pm, 9pm-10:30pm, 12:30am-2:30am. Cell phone signals are also affected by what ever is knocking down the wifi networks and affecting TV antenna's.



National Center for State Courts - <http://www.ncsc.dni.us/ncsc.htm>

Society of Professionals In Dispute Resolution - <http://www.spidr.org>

Christian Legal Society - <http://www.clsnet.com/welcome.html>

Copyright Clearance Center Online - <http://www.openmarket.com>

Oklahoma Trial Lawyers Association - <http://www.ionet.net/~justice>

State Bar of Georgia: Computer Law Section Home Page - <http://www.computerbar.org> and  
<http://www.kuesterlaw.com/comp.html>

World Wide Legal Information Association - <http://www.wwlia.org> - (This website worked but some sections of this website did not work) -  
<http://www.wwlia.org/UserProfile.aspx?returnurl=http%3a%2f%2fwww.wwlia.org%2f>

Please see attached 63 supporting documents

Thanks,

(b) (6)



National Center for State Courts - <http://www.ncsc.dni.us/ncsc.htm>

Society of Professionals In Dispute Resolution - <http://www.spidr.org>

Christian Legal Society - <http://www.clsnet.com/welcome.html>

Copyright Clearance Center Online - <http://www.openmarket.com>

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<http://www.kuesterlaw.com/comp.html>

World Wide Legal Information Association - <http://www.wwlia.org> - (This website worked but some sections of this website did not work) -  
<http://www.wwlia.org/UserProfile.aspx?returnurl=http%3a%2f%2fwww.wwlia.org%2f>

Please see attached 63 supporting documents

Thanks,

(b) (6)

Ticket: # 1093520 - Website Errors - <https://www.ilrg.com/non-profit.html> - Internet Legal Research Group an Operating Division of Maximilian Ventures LLC

**Date:** 7/19/2016 9:00:17 PM

City/State/Zip: Jersey City, New Jersey 07302

**Company Complaining About:** Comcast

## Description

Good Evening

I would like to report an Internet Legal Research Group an operating division of Maximilian Ventures LLC since it has links with errors on their website <https://www.ilrg.com/non-profit.html>

Their main website address is <https://www.ilrg.com>

If website worked to which I was referred to by Legal Research Group an operating division of Maximilian Ventures LLC, then some of the emails on these websites for some reason did not work.

(b) (6) - Black Entertainment and Sports Lawyers Association

(b) (6) Association of Personal Injury Lawyers

(b) (6) of Professionals in Dispute Resolution (SPiDR)

Please see the errors below when I clicked on the link on Internet Legal Research Group an operating division of Maximilian Ventures LLC website:

American Corporate Counsel Association -

http://www.acca.com/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapters/www.ac  
c.com/chapters/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapters/www.acc.com  
/chapters/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapt  
ers/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapters/www.acc.com/chapters/ke  
ntucky

Corporate Bar - <http://www.corporatebar.org>

Hispanic National Bar Association - <http://www.incacorp.com/?f>

Judge Advocates Association - <http://www.floodcompany.com/jaa/jaa.html>

National Academy of Elder Law Attorneys - <http://www.naela.com>

National Association of Public Interest Lawyers - <http://www.napil.org> - (Also I looked on google for National Association of Public Interest Lawyers, however I did not find that. I found the website <http://associations.uslegal.com/national-association-of-public-interest-lawyers/> that directed me National Association of Public Interest Lawyers. When I clicked on this link it directed me to National Association of Personal Injury Lawyers).



National Center for State Courts - <http://www.ncsc.dni.us/ncsc.htm>

Society of Professionals In Dispute Resolution - <http://www.spidr.org>

Christian Legal Society - <http://www.clsnet.com/welcome.html>

Copyright Clearance Center Online - <http://www.openmarket.com>

Oklahoma Trial Lawyers Association - <http://www.ionet.net/~justice>

State Bar of Georgia: Computer Law Section Home Page - <http://www.computerbar.org> and  
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World Wide Legal Information Association - <http://www.wwlia.org> - (This website worked but some sections of this website did not work) -  
<http://www.wwlia.org/UserProfile.aspx?returnurl=http%3a%2f%2fwww.wwlia.org%2f>

Please see attached 63 supporting documents

Thanks,  
Ramunas Radzevicius



National Center for State Courts - <http://www.ncsc.dni.us/ncsc.htm>

Society of Professionals In Dispute Resolution - <http://www.spidr.org>

Christian Legal Society - <http://www.clsnet.com/welcome.html>

Copyright Clearance Center Online - <http://www.openmarket.com>

Oklahoma Trial Lawyers Association - <http://www.ionet.net/~justice>

State Bar of Georgia: Computer Law Section Home Page - <http://www.computerbar.org> and  
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<http://www.wwlia.org/UserProfile.aspx?returnurl=http%3a%2f%2fwww.wwlia.org%2f>

Please see attached 63 supporting documents

Thanks,

(b) (6)

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**Ticket: # 1093786 - slow internet**

**Date:** 7/20/2016 7:47:56 AM

**City/State/Zip:** Baltimore, Maryland 21215

**Company Complaining About:** Verizon

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## **Description**

Hello, as a subscriber to Verizon DSL Enhanced High Speed Internet in Baltimore City, I am supposed to be getting between 1.1 and 3 Mbps download speeds, but lately I have been getting less than the minimum speed. I have contacted Verizon about this and they told me that they would increase my speed to 3 Mbps, but today's speed test still shows less than 1.1 Mbps. Even though they agreed to lower the price of my internet service, I still feel I should be getting the speeds they advertise for my area.

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**Ticket: # 1093839 - spam harament**

**Date:** 7/20/2016 9:26:04 AM

**City/State/Zip:** Mesa, Arizona 85201

**Company Complaining About:** Cox

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**Description**

i keep getting spam harament on msn lookout email.

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**Ticket: # 1093980 - Xfinity Comcast**

**Date:** 7/20/2016 10:54:46 AM

**City/State/Zip:** Covington, Georgia 30016

**Company Complaining About:** Comcast

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## **Description**

I have been trying to transfer my xfinity for totaling 13 days. I called a representative on July 7th to transfer service from Atlanta Ga to Covington Ga. The representative said everything was good to go and I just needed to bring my modem and cable box and the new location was cable ready. This was not the case we had to set up an appointment for July 19th a full week from the original transfer date. A technician did not show up and we received no notifications. Even now while trying to fix their error. I can not get help from a single person at their corporate office. I'm continually transferred to voicemails and no actual human will answer. These giant corporations should not be able to denied me access to an actual supervisor.

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**Ticket: # 1093999 - Poor Customer Service**

**Date:** 7/20/2016 10:59:45 AM

**City/State/Zip:** West Palm Beach, Florida 33401

**Company Complaining About:** Comcast

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## **Description**

Due to some copyright complaints, we received an alert that blocks our internet browser and disables wi-fi on some previously connected devices. This happened yesterday. We called Comcast last night, they did not ask to verify that I was an authorized user, but after some questions, assured us he had fixed the account, asked us to change our wi-fi password, and told us to have a good day. And it was fixed for a few hours...

Then the internet crippling alert returned this morning. Confused, I called again.

In our first call, the agent said I would have to call back after being added as an authorized user. Authorized user had to take a break from work to call and have me added.

Second call, agent was pleasant, addressed my issues and said that, even though I'm authorized and have been discussing the account, that he would have to transfer me to escalate this to a higher department. After transfer, new agent could not see that I was authorized, I said there must be a mistake and asked what the next step would be, he refused to even advise me further, despite not even wanting to discuss the account anymore. He called me a liar, raised his voice, and completely shut me down. Very upsetting.

At this point, I'm frustrated, I call back and now. I'm taking names. So Mainwell says nothing can be done until authorized user calls again to add me. He was nicer, but could not help me. Told me I would have to wait until 10pm when we could call together.

Authorized user has to take another break from work to call and have me added.

Call back, run through the same questions regarding security and lectures about passwords before agent (Max) has to transfer me again to a tier 2 tech named Charles who was finally able to verify I was added and fixed my issue.

We started at 8am, it is now 10:44am. Lost hours of work time.

Our service was restricted for 48 hours. More time lost.

Was yelled at by an escalation agent (a shame I did not get his name in my shock)

Had to inconvenience the authorized user at work multiple times because things that were assured were not done correctly.

And only got the issue taken care of after a threat to file a claim with the FCC. Here we are.

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**Ticket: # 1094096 - Mediacom cable and internet**

**Date:** 7/20/2016 11:29:31 AM

**City/State/Zip:** Cedar Rapids, Iowa 52405

**Company Complaining About:** Mediacom

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## **Description**

Every other month our internet and cable crash. We're currently waiting two days for a tech support person and we run a business from home. I'm irate because this literally happens every other month with both Internet and cable. I'm paying \$150/month this crappy service.



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**Ticket: # 1095517 - harassing emails from Lifelock**

**Date:** 7/20/2016 7:33:30 PM

**City/State/Zip:** Eli Grove, California 95758

**Company Complaining About:** Comcast

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## **Description**

I have asked life lock to cease and desist sending me emails. I have now received 4 emails from lifelock asking me to enroll in their programme at a substantial cost.

I have asked not once but FOUR times to take me off their mailing list. All I get is "sorry for the inconvenience caused" but the emails for solicitation still continue FOUR times. I am NOT interested in life lock, I want these emails stopped forthwith

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**Ticket: # 1094162 - Intermittent Service**

**Date:** 7/20/2016 11:54:45 AM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

FCC #1090937, complaint addition. new modem smells of smoke, called ATT this morning and reported. Internet is still intermittent. fraud has been committed as this is a min since 2014 the 6th FCC complaint filed for the same issue. ATT has committed a misrepresentation of their ability to support in a reasonable manner problems that occur. In ATT has sold, billed and benefitted from my family for services that they could not perform nor intended, writing FCC explanations through experts to stave off rectifying the situation. We believe that ATT should in good faith reimburse in full the past two years and provide service at their cost until they address the noise interference from under the street and or fix the intermittent signal lost.

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**Ticket: # 1099139 - Political bias**

**Date:** 7/22/2016 3:55:20 PM

**City/State/Zip:** Garden City, New York 11530

**Company Complaining About:** Cnn

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## **Description**

The following link describes a history of CNN misusing their license to advance a political agenda.  
<http://skeptics.stackexchange.com/questions/15809/did-journalist-amber-lyon-claim-that-the-us-government-paid-cnn-to-control-content> I demand a response to recent complaints I have filed in this regard. Your continued disregard of this situation is in violation of your charter.

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**Ticket: # 1110869 - email harassment**

**Date:** 7/29/2016 2:25:14 PM

**City/State/Zip:** Sarasota, Florida 34238

**Company Complaining About:** See Above Email

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**Description**

neiser4213@comcast.net is trying to get me to open an attachment multiple times a day

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**Ticket: # 1094669 - constant disruption of internet services**

**Date:** 7/20/2016 2:29:31 PM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** Comcast

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## **Description**

i have made several calls to comcast regarding loss of internet several times a day. My wife works from home sometimes and this has caused alot of headaches for her. a 72 hour turn around time isn't going to help when she needs to work today. we are out of service more than we have it. i was told that if i had small business service it would move up my priority level. i am sure that cost more and i should not have to do that to have working service i pay for monthly.

---

**Ticket: # 1095405 - theft of services.**

**Date:** 7/20/2016 6:38:25 PM

**City/State/Zip:** Hockessin, District Of Columbia 19707

**Company Complaining About:** I Have No Idea Only The Telephone Number (b) (6)

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## **Description**

I need help if this will not go through I will write registered letter tomorrow. when I try to log into search engine an unknown company using telephone number (b) (6) locks up my pc and informs me to call said number for assistance repairing my pc. As a retired State Police Officer I spoke to the person and told them I was making a complaint to FCC and FBI if they did not Stop. The person told me to take my pc to the FBI and let them look at it.

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**Ticket: # 1094903 - all personal devices have been compromised**

**Date:** 7/20/2016 3:40:25 PM

**City/State/Zip:** San Diego, California 92102

**Company Complaining About:** Cricket

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## **Description**

all of my personal devices (my cell, husbands cell, inactivated cell used as a security camera, and apple lap top) which have no connection to each other have been compromised. Phone calls are interrupted. Accounts have been modified. Charges on our debit cards were attempted. The list goes on... I was completely locked out of my cell phone. I went to my cell phone provider. They attempted to reboot but were unsuccessful because whomever is doing this would not allow them to continue with the activation process. I have called the local police department, google, cell phone provider, WIFI provider, internet provider, husbands cell phone provider, FBI, and secret service. No one has been able to help me. I am at a local library submitting this claim to assure that this complaint gets filed.

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**Ticket: # 1100655 - Frontier Communications**

**Date:** 7/23/2016 9:36:50 PM

**City/State/Zip:** Clearwater, Florida 33756

**Company Complaining About:** Frontier Communications

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### **Description**

My family pays a good deal of money every month for internet service from Frontier Communications. There is constantly a 'service outage' in our area and no one at the company seems to care. I know I am not the only person feeling this frustration.



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**Ticket: # 1095380 - Illegal Wifi Tapping/Computer Hacking**

**Date:** 7/20/2016 6:30:04 PM

**City/State/Zip:** Coralville, Iowa 52241

**Company Complaining About:** Centurylink

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## **Description**

Wifi FCC report:

Approximately a year ago, while speaking to a Century Link representative about concerns of safety to my wifi service and computer (my computer was showing signs of being hacked/controlled), the representative told me that three Android devices were connecting to my wifi service. I told him that the only devices that I have had connected to my service is my laptop and desktop, no cellphones. I asked for an investigation to identify the IP addresses of these cellphones. I spoke to risk management and they directed me to subpoena that information from a CT company, which I did. They stated they did not have that information. I then submitted all the information to Century Link's law enforcement reporting via email. I did not receive an acknowledgement of my email and the situation I was facing. I am still experiencing computer hacking, manipulation, and control. I have the necessary passwords on my router and computer. I have reason to believe this stealing and illegal access to my service is being committed by individuals in my apartment building.

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**Ticket: # 1095842 - Crunchyroll.com is in violation of the Loud Commercials Law**

**Date:** 7/21/2016 7:00:34 AM

**City/State/Zip:** Los Angeles, California 90007

**Company Complaining About:** Crunchyroll.com

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## **Description**

I am a user of crunchyroll.com and watch their online videos. I use headphones to watch the videos

While watching crunchyroll.com videos I SET THE VIDEO' VOLUME AT A LOW VOLUME since I am using headphones and the sound is right on my ears.

The problem with this site is that CRUNCYROLL.COM IGNORES THE USER (me) SELECTION OF VOLUME AND PLAYS COMERTIALS AT THE HIGHEST VOLUME SETTING. This not only hurts my ears, I experienced a temporary reduction of my hearing abilities for one day.

Given the current federal law in regards to loud commercials, CRUNCHYROLL.COM IS IN VIOLATION OF THIS LAW.

To be in compliance, I believe the site should respect the user's volume choice. Also, it should give a choice to change the volume of commercials (even to mute the volume).

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**Ticket: # 1096169 - warning from comcast with a phone number**

**Date:** 7/21/2016 11:12:27 AM

**City/State/Zip:** Graham, Washington 98338

**Company Complaining About:** Comcast

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### **Description**

On two occasions my computer froze up with a warning from Comcast with a phone number to call which I DID NOT do I called Comcast they took my complaint helped unfreeze the computer. I will now take my computer to the computer hospital to be looked at. I'm not sure but when it froze I was looking up ball canning all one word .com. If it happens again I will take a picture. Thanks for any and all help.

---

**Ticket: # 1096208 - Various Problems with My Communications in Our Country and Possibly Outside, Too**

**Date:** 7/21/2016 11:24:50 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Cox

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**Description**

Dear Sirs: I have a history of complaints with the FCC going back several years: 1.) and most important, my letters and special mailing packages were being taken out of the mail, read by my enemies, the British Royals and others, edited and placed back into the packages or sometimes removed and sent on or taken out that was never really resolved and is part of my suits that have not been filed yet with the World Court and 2.) at present, I am using several methods of communicating on the computer, private and at public libraries, both that may be siding with my enemies to sabotage my email in much the same way, leaving people confused as to who I am that is the goal at the end of psychopathy, and the most difficult period. I grew up in this part of the country, but when one woman began to take my boyfriends and find them new women to sleep with immediately, I thought initially it was my problem and received all the counseling I could get, but now after viewing my life from afar realized the problem was theirs, wanting everything God had bless me with, a loving family that they want to take and everything else. All my best, BAB

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**Ticket: # 1096502 - Internet service**

**Date:** 7/21/2016 1:09:47 PM

**City/State/Zip:** Ottsville, Pennsylvania 18942

**Company Complaining About:** Frontier Communications

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## **Description**

for the past several months, I have been having issue with my Frontier DSL internet. My service just disconnects, which causes me to restart my modem (as much as 15 times a day), service is unavailable all together at times and no resolution from this company. I have had several calls to the customer service department, technical support line and have had two technicians to my home to tell me everything was fine. My service was not fine and continued to drop, not be available and non stop resetting the modem to regain service. I know that other consumers are having the same issue as I am. I feel frontier has deceived my by charging me for a service which was not fully completed. Frontier has taken advantage of a consumer by offering service and not delivering. I feel there should be an investigation opened up into this company to see if this issue is effecting other consumers and Frontier knowingly charging consumers for service not being provided. I'm sure they can provide you with the amount of calls I have made and how many months. I feel Frontier should be penalized for defrauding consumers.

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**Ticket: # 1096537 - non performance of duty**

**Date:** 7/21/2016 1:19:07 PM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** Comcast

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## **Description**

Comcast is the host company for my website and e-mail accounts for my small business they are supposed to renew my Domain name on a yearly basis which they have done for the last 10 + years on July 13th 2016 they allowed my domain [www.dansservice.com](http://www.dansservice.com) to expire and I have spent at least 40-50 hours on the phone and on emails trying to get them to renew it but they have been totally unresponsive this is costing my business thousands of dollars in lost revenue and is severely harming my business please help.

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**Ticket: # 1096691 - Market Research Scammers**

**Date:** 7/21/2016 2:04:41 PM

**City/State/Zip:** Encino, California 91436

**Company Complaining About:** Cint

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## **Description**

There is a company posing as "Greater America PAC" scamming data collection companies into sending traffic to them that they are monetizing and then not paying for. We know they have done this to at minimum three companies beside ourselves to the tune of close to \$500,000.

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**Ticket: # 1096804 - service dropping for interenet and phone**

**Date:** 7/21/2016 2:48:48 PM

**City/State/Zip:** Houston, Texas 77079

**Company Complaining About:** Comcast

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## **Description**

My business phone line and internet service are a premium package service from Comcast at a high-cost level. The service for both has been dropping intermittently for two months. The initial response was that there were equipment outages that had since been resolved. The problems have continued and worsened. I followed with three calls asking for help. One Comcast technician told me it is a nationwide network issue that cannot be resolved locally and nothing as of yet has been done to fix the issues. Comcast offers no solution or timeline to when to expect the repairs as of my call yesterday.



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**Ticket: # 1097176 - Internet service**

**Date:** 7/21/2016 4:31:11 PM

**City/State/Zip:** Celina, Ohio 45822-0086

**Company Complaining About:** Frontier Communications

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## **Description**

I am a business Frontier customer in Celina Ohio 45822. The internet service provided by Frontier in this locale is unacceptable. I lose internet service ten to twenty times a day. I have complained and Frontier says there is inadequate band width in our locale and they are working on it. This has been ongoing for months. I contacted other providers (Verizon) and I am told they cannot provide service in Frontier's territory. This is a business account. The business of America is business. This problem seriously impacts my ability to do business. Help !

---

**Ticket: # 1097410 - Unauthorized changes to IP address**

**Date:** 7/21/2016 5:49:10 PM

**City/State/Zip:** Silver Spring, Maryland 20910-3773

**Company Complaining About:** Verizon

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## **Description**

On April 20, 2016, Verizon, without notice to Financial & Realty Services, LLC (FRS) changed our Adtran Router static IP address from 208.251.222.76 to 208.251.222.74 which caused our internet, firewall, email service, and timeclock services to abruptly shut down.

A Verizon technicians (who was located in Manila Philippines) tried to troubleshoot the issue for 3 days. At FRS's insistence on April 23, 2016, case number (b) (6) was generated for expedited service. We were told that an onsite technician was to be dispatched which never happened. This resulted in additions days of company downtime. On April 26, 2016 FRS, with the help of Microsoft, Stellar, Dell and Verizon finally solved the Adtran router static IP error issues. That how FRS discovered how Verizon caused the shut down of our system.

Due to Verizon's negligent, FRS had to pay for technical support incidents to Microsoft, Stellar, Dell & Timeclock Plus to change the static IP's in our applications to get FRS back online.

FRS is seeking reimbursement credits of \$1,915.25 for the support incidents incurred. Copies of the support paid are attached.

I'm now having problems trying to resolved the reimbursment issues with the help lines connected to the Manila Philippines. They read from a script and things is suppose to work and when it don't you can reach or talk with anyone here in the US. When seeking reimbursement , you can't get the issue resolved because the script say ignore the customer or place all the blame on them when Verizon know they are at fault.

Before filing a small claim in court I wanted to seek the FCC help to find the contact in Maryland for Verizon to resolve FRS's issues?

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**Ticket: # 1097724 - Horrible connection consistency**

**Date:** 7/21/2016 8:46:44 PM

**City/State/Zip:** Baton Rouge, Louisiana 70820

**Company Complaining About:** Cox

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## **Description**

My internet connection, when it works, is terribly inconsistent. I've complained twice to my provider, and they have not done anything to permanently solve the problem.

I pay for a speed of 100 Mbps download, and 10 Mbps upload. I have never seen a download speed of above 80 Mbps. When it's working effectively (which is not often), it will hover between 50-70 Mbps download. Quite frequently, it will be below 50 Mbps, which is actually slow enough for the plan that is a tier below mine and would save me \$10-15 a month.

Even when I have a wired connection, it will be sporadic. In one minute the download speed could be at 70 Mbps and then drop down to 5 Mbps, and back up to 15 Mbps. A few days ago I had an upload speed of 26 KIBytes per second (that's .026 Mbps), and that was on a wired connection. That .026 Mbps is actually .26% of the upload speed I pay for.

This infuriates me on a number of different levels:

- I'm not getting the service I'm paying for
- I'm sometimes not even getting service at all
- I have no other options for internet providers where I live

They are completely taking advantage of the fact that they have no reason to improve their service because they are the only provider for my area. I'm a student, and have a number of classes that I require the internet for. It's getting to the point where their service is so terrible it actually is effecting my grades because the school library is not open 24 hours, and I sometimes can't submit an assignment.

That may not seem like a huge deal, but when tuition is \$5,000 a semester, it's wildly ████████ up for them to adversely effect my grades.

I'm unsure of how to proceed from here, as they don't seem to actually care about how my connection works. Please help.

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**Ticket: # 1097738 - Comcast**

**Date:** 7/21/2016 8:53:29 PM

**City/State/Zip:** Atlanta, Georgia 30315

**Company Complaining About:** Comcast

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## **Description**

Comcast is deliberately interfering with customers internet service resulting in problems when using the service for streaming. Contracted with Comcast my internet service provider for unlimited highest quality and speed . The idea that they now are disrupting the service being that they're paid to provide without giving compensation back to the customer is unfair business practice.

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**Ticket: # 1097782 - Bad Internet service**

**Date:** 7/21/2016 9:42:41 PM

**City/State/Zip:** Antioch, California 94531

**Company Complaining About:** Comcast

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## **Description**

I'm sick and tired of Comcast being the only service in the area with high-speed Internet access. The only other alternative is from AT&T and they only provide DSL. Other communities in the area have Verizon Fios available in their communities. Which is to their advantage because Comcast has a true competitor. Due to the fact that Comcast has a band width monopoly in the area where I live It gives them a feeling that they don't have to provide good Internet service. If they had a true competitor they would treat your customers much better. I think the FCC need to do something about this.

---

**Ticket: # 1097930 - Internet stopped working, company terminated services without permission.**

**Date:** 7/22/2016 1:20:06 AM

**City/State/Zip:** Beaumont, California 92223

**Company Complaining About:** Frontier Communications

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## **Description**

Internet issues and still being billed. Called to terminate account and said only if the term fee is waived. Was disconnected with rep on accident. Was still terminated even with the term fee being charged which I didn't allow. Still was being charged for services not working. Requested reimbursement for charges that were paid for even though the services weren't working. Spoke with supervisor and regional manager. I was in contact at first with regional manager thinking things were going to be taken care of. The communication has stopped. No response from my emails and phone calls. I requested for an estimate of \$400 reimbursed since March of this year. Services were terminated on April 30. Was being charged through May.

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**Ticket: # 1100700 - Trouble Resolving Issues with Xfinity Bundled Service-Internet, Phone and TV**

**Date:** 7/23/2016 11:49:49 PM

**City/State/Zip:** Avenel, New Jersey 07001

**Company Complaining About:** Comcast

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## **Description**

I am writing about my service with Comcast Xfinity triple play in my home. I am at my wits end and my family and I are beyond frustrated.

Everyday we need to reset the modem and router in our home about 5-6 times because we lose connection.

It's become a daily routine. Wake up, internet is not working, reset the modem and router. It works for a bit, until the same happens. Then reset again.

We have a family of 8 and everyday there is frustration because someone can not go online to complete an important task. Or the phone service is out and we are unable to make or receive calls.

1. HD TV box (serial # PAQT00305640) has not worked (shows an error message) for at least 2 years now, yet we are charged for it monthly. I have a TV in my room, but I can't watch anything because the HD box doesn't work.

2. When we signed up and upgraded the TV boxes to HD in our home over 2 years ago, I made 5 trips to the Comcast office. I waited in a long line, hoping to get an HD box before they ran out for the day. , when I did get it, mine would not work. I made at least 4 calls to Comcast to troubleshoot the problem over 2 years ago, yet it still would not work. I was told to go back to the Comcast office. I gave up because of the frustration and time spent trying to get the replacement box, waiting on line to find out they are out of stock for the day. Yet I am still charged for it for the past 2 years.

3. Recently, the service seems to be getting worse, meanwhile the prices are going up. With the constant interruption in internet and phone service in our home for months now, we are fed up with the service provided. Here's a break down of my recent attempts to have this problem fixed.

4. I used Comcast's live chat support on 6/11 to try and resolve the internet and cable phone issue. After 40 mins of waiting and then chatting, I was told to hold on and the operator disconnect the chat.

5. I called back later that night and spoke with someone in technical support. The guy told me that he set up an appointment for the following day, Sunday 6/12 from 11am to 3pm, and said the technician will call once they arrive. Sunday came and I waited and waited at home. By 3pm, no call no show. I called technical support again frustrated after waiting at home all day. I was told there was no appointment setup.

6. The guy on the phone told me sorry and that they can mail me a new modem and HD TV box and I can try to install them on my own, and waive the shipping charges. He said if it's not the boxes, it might be the wires. He said if they send someone, I will get charged. Since when do customers have to pay to have their service fixed? Anyway, I waited for over a week for the boxes to come in. I reassured my family they will come and we're working on the problem. A week and half later, still no boxes.

7. I called customer service again on 6/22, I was told that an order was placed for the boxes, but was then cancelled! I was very upset and the customer service rep was very nice. He told me he would request approval to have them shipped to me overnight, and waive the shipping charges. He asked if I need a remote for the HD box as well and I said sure. I thanked him and felt relieved that I don't have to wait too long. Two days later, I received the remote in the mail. No HD TV box, no modem. I kept asking my family if anything came in as I am at work from 7am until 7pm daily. They all said, only the remote came. 2 weeks later, still not TV box or modem.

8. Finally, my sister in law took a trip to the Comcast service center and got a new modem this week, they were out of HD TV boxes again. We set up the modem, except the phone did not work. I called Comcast and they setup the phone. We really hoped this would solve the problems.

9. Yesterday, guess what, the internet and phone is still going out. The problem seems to be getting worse because we are now resetting more than we did before. Meanwhile our internet and phone is constantly interrupted. We need to reset the modem and router when we wake up, and throughout the day at least 6-7 times and still we experience service interruption. My mom relies on the phone and internet to conduct business and is extremely frustrated with the service. We have 2 family members in school who take online classes, and have even been interrupted while taking exams!

10. Today, I saw that we were charged for the shipping and handling on the 6/11 and 6/22, in the amount of \$9.98 and \$59.90, despite being promised that we would not, and despite not receiving the boxes.

11. I chatted with a representative today 7/23, Julie and she said she credited the bill for next month for the shipping charges. I will need to check that it is actually credited. She said she escalated the matter of the boxes being shipped to a supervisor who will place an order to ship them free of charge today and I should be rest assured that I will receive them. She then transferred me to Jamie in regards to the TV service partial refund request because the TV is not working on my TV. Jamie told me that he would send me a box. I told him Julie already took care of that right before transferring me. He told me that the order was cancelled again! He said he's ordering the TV box and I should get it in 3-5 days. Honestly, I don't trust that I will.

12. Meanwhile we are charged \$220 per month for the services and as soon as we past the cutoff date, they will suspend service. But yet they charge us for the full month of service even though we are not getting full service.

13. I would switch to a different provider in a second if there were other high-speed internet options in the area. Unfortunately, there is not. I've waited for Verizon Fios to be available in our area but that hasn't happened yet. It is not fair that we are bound to one provider in the area for high speed internet because it gives them the advantage of providing us such terrible service, yet charging high prices.

My requests:

1. I would like a refund for the HD TV box charges for the box and partial refund for the TV service, since I had not TV service on that TV from the time I received the box.



2. I would like a partial refund for internet and phone charges since we do not receive full service for each month.

3. I would like a partial refund for the internet service because we are paying \$100 extra monthly in phone data charges through our cell-phone provider because we do not have wifi service at home half the time.

Finally, I want the service repaired and for someone to actually fix the problem, not say they will and then do nothing.

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**Ticket: # 1097961 - Crimes Against Humanity, Human Rights Violations****Date:** 7/22/2016 4:19:44 AM**City/State/Zip:** Marana, Arizona 85658**Company Complaining About:** Centurylink

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**Description**

I have criminals logging on to my email account and sending emails out, also interception of emails and alteration of content (outgoing/incoming). I'm receiving emails that have been criminally altered. I've received emails without attachments that others CC'd on same emails have received. Also, stolen incoming emails (mail theft)... Aggravated ID theft/criminal impersonation- 10 year felonies per count... Please investigate and prosecute to the fullest. My entire family has the same issues... my email address: (b) (6) Wife's email: (b) (6). Other emails of family members with hacking going on: govtcommunications@ghostmail.com, gassermarilu@icloud.com, MORE... this is linked to literal id theft, financial crimes, insurance fraud, intellectual property theft, international criminal organized crime terrorist cells, RICO, crimes against humanity, human rights violations, human trafficking rings, MORE.... We are being criminally blocked from investigation, prosecution, legal representation via hacking (phone/computer/real time- face to face, Identity theft of us and potential support systems, etc), and via criminal harassment of and kick backs/payments to potential support systems (govt, legal, investigative, protective services, etc).

Also, my daughter, Sakura Sophia Gasser, has been being stalked both physically and electronically for almost 4 years with serious crimes being committed against her by organized crime groups/human trafficking/media terrorists. She has had at least a hundred email addresses in the last several years due to criminal hacking/stalking... Privacy International has stated what's going on is a Human Rights Violation. Her current email address with criminal activity/hacking going on (b) (6) .. Please investigate and prosecute to the fullest. Thank you

Note: this is going on wherever and on whatever ISP's we use however, CenturyLink was responsible for a hostile DNS attack on our network early 2013 and the destruction of evidence (human rights violations) by allowing my daughters computer and backup drive to get destroyed/hacked amongst other crimes...

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**Ticket: # 1098013 - Hacker interference, attempted scam**

**Date:** 7/22/2016 8:32:40 AM

**City/State/Zip:** Tucson, Arizona 85711

**Company Complaining About:** Other

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## **Description**

The evening of July 21st, 2016, in Facebook I clicked on a supposed news article saying that Hillary Clinton had picked Bernie Sanders as a running mate, and got a window that said my computer had been hacked, my personal information was being sent to the hackers, and that I needed to call 1-877-499-9855 to have Windows' engineers undo the damage. If I didn't do so, my computer would be blocked. A voice repeated same message over and over. I turned off my laptop and when I turned it on again the message was gone. There appear to be no lasting effects.

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**Ticket: # 1098031 - Internet deception**

**Date:** 7/22/2016 8:49:27 AM

**City/State/Zip:** Dumas, Texas 79029

**Company Complaining About:** Cable One

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### **Description**

I pay this company lots of money so I can sit at home for periods of time without internet due to what they failed to do in the firstcplace and that is give me what I am paying for! They always find faulty equipment or a faulty connection and yet there is no problem when they collect my money and don't offer so much as an apology for the inconvenience of me not being able to use what I pay for with no interruptions.

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[Ticket: # 1098054 - ATT Uverse fails and remains unuseable. Customer service will not respond.](#)

**Date:** 7/22/2016 9:19:53 AM

**City/State/Zip:** Magnolia, Ohio 44643

**Company Complaining About:** AT&T

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## **Description**

After multiple attempts to contact and resolve a continual internet connection problem, ATT Uverse technical support refuses to send or issue a technician to resolve the issues with my service. I have made dozens of attempts to contact both local and national customer support. None of my calls are returned and no technician is sent to resolve my poor connection and service. My service continues to fail daily, rendering it unuseable, even as I continue to pay my monthly, contractually obligated bill.

---

**Ticket: # 1098099 - They go off to check on issue and never return or call, service still sucks.**

**Date:** 7/22/2016 9:56:56 AM

**City/State/Zip:** Washington, Pennsylvania 15301

**Company Complaining About:** Comcast

---

## **Description**

Having interference issues in the neighborhood, they have tried to small extent to fix. I call Comcast, they come out, tell me we will work on it and I never hear from them again and my modem still gets kicked off the network by interference. They did at least determine it's interference, but if you go off to check on something DON'T TAKE DAYS TO GET BACK WITH A PERSON. It's been 5 days AGAIN with no return call or resolution. I'm tired of having to file complaints to get service.

---

**Ticket: # 1098179 - Re: [FCC Complaints] Re: INTERNET DSL AND PHONE**

**Date:** 7/22/2016 10:35:17 AM

**City/State/Zip:** Auburn, Massachusetts 01501-1855

**Company Complaining About:** Verizon

---

## Description

This is a follow-up to your previous request #1079325 "INTERNET DSL AND PHONE"

For 1 hour today, along with call to verizon once more, I have had static on the phone line. and no Internet.

And your office believes this is FIXED? Maybe I issued the complaint, Your office should have ask before this case was closed.

(b) (6)

D\B\A Pawing Through Billing

Phone: (b) (6)

\*\*\*\*\*

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**Ticket: # 1098303 - Comcast line down in backyard**

**Date:** 7/22/2016 11:23:58 AM

**City/State/Zip:** Little Rock, Arkansas 72206

**Company Complaining About:** Comcast

---

## **Description**

I have a downed line in my back yard. The first technician did not show up & so I called Comcast and was told they had wrote out a safety ticket and escalated it to dispatch and that I would get a call back in the next two hours. I have since then called Comcast 7-8 times because no one will call me back. Each time I am told I will only need to wait a couple hours and someone will call and each time nobody calls. I was finally told this morning the WRONG ticket was written in and it will take up to 14 days for my problem to be fixed. This is a SAFETY issue as I have a possible live wire laying on the ground in my back yard.. I have children, pets AND I work from home.



---

[Ticket: # 1098374 - blocking of wireless hotspot by hotel](#)

**Date:** 7/22/2016 11:45:01 AM

**City/State/Zip:** Lakeville, Massachusetts 02347

**Company Complaining About:** Hilton Hotels

---

## **Description**

I was at the Boston Logan Airport Hilton, yesterday, July 21, 2016 and was unable to use the wireless hot spot on my iPhone due to blocking by the hotel. I called the front desk to inquire if they were blocking and they acknowledged that they were so doing

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**Ticket: # 1098536 - Complaint against CenturyLink****Date:** 7/22/2016 12:33:21 PM**City/State/Zip:** Salt Lake City, Utah 84118**Company Complaining About:** Centurylink

---

**Description**

I've been working with CenturyLink since April 2016 regarding my service being spotty and out for days at a time. I've had technicians out (which I'm told I'll get charged for until I fuss about it). I upgraded to Fiber and Prism and that's when our issues started. I've been overcharged every month and I have to call to get a credit. Our recorded TV shows are pixelated and/or black or just plain don't record. Our service was out all weekend over the 4th of July and I spent an hour trying to contact them just to get told to call back Tuesday July 5th. CenturyLink tells me that repair is open 24/7 but it's not if you have Prism. If you have Prism, you can't talk to anyone except during the day when I'm not home to troubleshoot. I've worked with them for 3 months to get these services working properly and all they want to do is charge me for yet another technician to come out. I asked to cancel and they said they'd charge me a total of \$450 worth of fees to cancel. This is insane. I asked to lower my packages to the lowest possible package, and they said that would reduce my bill by \$15 a month. This is a total scam. I spoke with an Escalation Team Manager, Jose, Employee number 091673. He refused to help aside from send another tech out. I can't afford to miss any more work so this isn't an option. I've spent hours on the phone with CenturyLink and I've missed days of work because of their techs and internet not working. This is unacceptable.

---

**Ticket: # 1098696 - Frontier Communications**

**Date:** 7/22/2016 1:30:25 PM

**City/State/Zip:** Cascade, Idaho 83611

**Company Complaining About:** Frontier Communications

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## **Description**

Continually long lapses in Internet outages. Have spoken to Jazmine and Barbara at Fromtiers Presidents office and get the same run around our entire community is getting about fiber cables being severed (which we know from local techs that they aren't severed they are just old and have needed to be replaced but Corporate Frontier won't budge and continues taking our money) same excuse as last year. Meanwhile, the only grocery, hospital, gas stations, school, within a 150 mile radius, are without Internet.

---

**Ticket: # 1099180 - interference**

**Date:** 7/22/2016 4:08:46 PM

**City/State/Zip:** Pasadena, California 91106

**Company Complaining About:** Pasadena Library -i Am At The Central Library- I Am On Their Computer

---

**Description**

interference with (b) (6) and interference with (b) (6) and interferece with (b) (6) and interferece with my facebook page :christopher.moss.3344 and my other sites with links connected to my about page on facebook.com ...please investigate my electronic/cybor/phone interferece which has been occuring for about a decade now...bring my harrassers to justice investigate my gofundme.com link and my paypal.com link and all my website links on my facebook page...and even my video links of other artist to make sure all are working right and from time to time monitor my links and sites to make sure the bad guys who mess with my sites will be stopped ...I believe they are diverting money from my links to them so I don't get money that people maybe trying to send me. My phone is under verizon on my brother David Moss' plan.

---

**Ticket: # 1099598 - SPAM**

**Date:** 7/22/2016 7:15:02 PM

**City/State/Zip:** Staten Island, New York 10310

**Company Complaining About:** Yahoo

---

## **Description**

All pro-Hillary emails go into inbox. All pro-Trump emails go into spam. Why?  
How dare they censor my mail? I am right wing; however, I want both sides.

R/

(b) (6)

---

[Ticket: # 1099669 - ISP assigned me a blacklisted IP address and won't replace or white-list it](#)

**Date:** 7/22/2016 8:02:23 PM

**City/State/Zip:** Weehawken, New Jersey 07086

**Company Complaining About:** Optimum / Cablevision

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## **Description**

ISP Optimum assigned me an IP address (68.198.43.222) in February, 2016 that has been repeatedly blocked by other web servers because it is blacklisted. The services that prepared the blacklist show that the IP address has been blacklisted for at least a year, long before I became an Optimum subscriber. Optimum's technical support personnel insist that the only solution is to throw away an expensive router, replace it with a new one at my expense, and hope that the company does not assign me another already-blacklisted IP address. This is surely an inadequate reply.

---

**Ticket: # 1100001 - Spam: Unwanted Email and Text Messages**

**Date:** 7/23/2016 10:06:55 AM

**City/State/Zip:** Alexandria, Virginia 22301

**Company Complaining About:** Verizon Wireless

---

**Description**

I have had a series of unwanted e-mails and text messages from someone who is obviously using an anonymizer. The following are the numbers: (b) (6) sent message "(b) (6) 40426 <http://iskeld.com/oNqX4a7Yj>" received day or two after I went to my mailbox and this rotund Indian/middle eastern man was standing right in front of my mailbox row reading a newspaper and stared at me; (b) (6) "POND Do you want to receive a payment in the next 6 days txt yes now STOP to stop" I blocked this number; (b) (6) "Pond Still want to Boost your IQ by 70% Txt Yes for info STOP to stop" next day received after blocked previous number.

---

**Ticket: # 1100163 - Interception of cable by Person(s) unknown**

**Date:** 7/23/2016 1:00:17 PM

**City/State/Zip:** Riverview, Florida 33578

**Company Complaining About:** Hughes Net

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## **Description**

Since 2004, I have been documenting harassment and cyber stalking of my Internet. I believe that these things are occurring from a Police Department/County/State of New Jersey for instituting a Federal Lawsuit in 1987. I won that case in 1990. (87-904 US District Court Trenton, NJ My sites that I go to are often interfered with, passwords changed and Cable Service Interfered with. I have changed my Internet and service so many times to avoid these issues. However, they seem to keep following me. I even changed to a better computer with more ram and memory to no avail. Right now I have changed to Hughesnet and will be changing to Brighthouse on the following Sunday. The most recent issues were with my credit cards where I paid them off after I received a small inheritance from my father's passing. They kept failing when I was trying to charged something. My religious worship was also being interfered with when I went to a Christian site to view my daily prayer from John Hagee.



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**Ticket: # 1100170 - Unmatched number of emails indicated**

**Date:** 7/23/2016 1:02:43 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** AT&T

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### **Description**

My home screen notification reads wrong , my inbox has one number less than the amount indicated.  
I am sending you photos.

---

**Ticket: # 1100289 - Continued outages.**

**Date:** 7/23/2016 2:42:40 PM

**City/State/Zip:** Starke, Florida 32091

**Company Complaining About:** Centurylink

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### **Description**

Internet & Internet/phone service continues to go out. Four times just in the last two months.

CenturyLink promises calls from supervisors and visits that never happen. CenturyLink closes out repair requests without making repairs.

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**Ticket: # 1104771 - SMS Spam**

**Date:** 7/26/2016 3:07:51 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** T Mobile

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## **Description**

I've received SMS spam from an international (Netherlands) based number. It asks me to call an international number to receive a "voicemail message." A screenshot of the text message is attached.

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**Ticket: # 1100428 - malicious interference**

**Date:** 7/23/2016 4:43:12 PM

**City/State/Zip:** Luther, Oklahoma 73054

**Company Complaining About:** Oklahoma City/oklahoma City Police Department

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## **Description**

Every time I attempt to access the internet from a public access terminal such as mls public, I encounter malicious redirects and interference from an unknown source.

---

**Ticket: # 1100453 - Cablevision/Optimum Turning Off Wifi Access On My Laptop**

**Date:** 7/23/2016 4:57:35 PM

**City/State/Zip:** Bridgeport, Connecticut 06610

**Company Complaining About:** Cablevision And Or Optimum

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### **Description**

Everyday at least 3 times the wifi service is turned off by Optimum and or Cablevision Company. Since When Do Corporations Have Access To Turn Off Someones Laptop To Their Wifi Service.. I Have That Authority.

---

**Ticket: # 1100546 - Bad service and no refund**

**Date:** 7/23/2016 7:08:29 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Telmate

---

## **Description**

I had a video visit with telmate services from 2 - 3 pm PST that continually kept freezing and logging me out to their main screen, and made me go back into their visit over and over. I continually had good internet connection at my location, however upon calling I was transferred, then got disconnected with some error on their end about long distance, and had to call back. Then I reached john about 1650 MST at extension 344 who just kept saying they were reviewing it, however on review they had no actual network diagnostics, they were just reviewing what was seen on the visit to determine the fault was my connection. At no time did I lost connect with any services or have any delays signing back into their site. Their site would freeze, then display the time duration of that visit from when I had to login and display my amount of the video visit of 15.00 then make me go back into the visit. I asked to escalate this issue and it was declined by John so now the FCC is my only additional set. We have no one else to go through due to their agreement with the correctional institutions, however I should have good service for what I pay for when we are not allowed any other party to go through.

---

**Ticket: # 1100591 - pop up ads on AOL**

**Date:** 7/23/2016 8:08:33 PM

**City/State/Zip:** Murray, Kentucky 42071

**Company Complaining About:** Murray Electric

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### **Description**

When on my AOL mail - there are an OVERWHELMING amount of 'Hillary for President' ads. Can not control or delete them.

---

**Ticket: # 1100750 - Comcast**

**Date:** 7/24/2016 4:28:44 AM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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### **Description**

I'm tired of this company charging me outrageous fees onto my monthly bill and apartment complex is double charging me because of this company. My service, at certain hours, it's slow or interrupted. Late fees are \$9.00 are ridiculously high; I'm appaled on how this company can get away with this. I feel sorry for the elderly citizens being charged by this company and the FCC allow this greed full behavior to happen and continue.



---

**Ticket: # 1100765 - Without Internet again for over 36 hours**

**Date:** 7/24/2016 6:50:39 AM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** Comcast

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## **Description**

Comcast routinely goes down or slows down and Comcast has yet to improve or address or admit that there is a problem, yet still Charlene's their exorbitant fees. Unfortunately they are a monopoly in the area and I seemingly have no recourse if I am unhappy with their reliably horrible service.

With this latest episode of extremely bad service, my internet service began to slow down on July 22nd and by 5:30 PM, all services were off completely. As of 6:30 AM July 24th Internet service is still out and I have rebooted several times. So tired of paying premium prices for poor monopolized services.

Also at then end of one service call several months ago , an agent asked if it was okay to share my information with vendors for special deals etc.... I said no, but shortly thereafter and continually since that day, I've been receiving 5-10 calls a week from solicitors, though I had been on a do not call list.

---

**Ticket: # 1100915 - Frontier - Highlands, NC - person obstructing burying cable - no service for days**

**Date:** 7/24/2016 1:30:26 PM

**City/State/Zip:** Highlands, Georgia 28741

**Company Complaining About:** Frontier Communications

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## **Description**

After construction was completed on Walkingstick Road in Horse Cove, a Frontier technician was trying to bury the cable along a 100 yard stretch. Mitch Gurganus, a neighbor adjacent to the project, came down on his tractor and verbally threatened the technician about burying the cable on his property. After an exchange, Mr. Gurganus returned to his close by property and proceeded to fire his gun(s) to make his point. Mr. Gurganus has draped lines over trees and bushes resulting in high static phone service - you can't carry on a conversation - so no service basically, and no internet connection.

I hope that Frontier can be contacted by your administration - and that the issue can be resolved. Being in the mountains - or anywhere - with no communication )when we are paying for it, is unacceptable.

Thank you for you assistance in expediting the resolution of this situation.

Please tell Frontier to advise their employees to contact 911 immediately if Mr. Gurganus continues to be a threat to the completion of burying the cables.

---

**Ticket: # 1100921 - Intermittent reception for 2 years**

**Date:** 7/24/2016 1:38:48 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055-4484

**Company Complaining About:** Comcast

---

## **Description**

For 2 years I've been having intermittent internet reception. I've made at least 50 calls (no exaggeration) and at least 15 service calls. Equipment gets changed, lines get tested and the techs say all good. Not so. Sooner or later I'm back to losing reception for 1 to 3 hours. Today its gone on and off 5 times and I've called Comcast once. They're sending me a new modem. That won't solve the issue, but I'll try. I'm in a small condo complex and none of my neighbors have a problem. I don't have standard cable wiring outside and they've said they'd fix it for almost 2 years but never done. I'm paying over \$200 a month for their "best quality" package so I feel I should get "best quality" connection. I don't want to switch to DSL as I had problems with that too but different ones. Please help.

Thank You

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**Ticket: # 1100964 - Verizon Terminating Unlimited data users**

**Date:** 7/24/2016 2:28:35 PM

**City/State/Zip:** Fullerton, California 92833

**Company Complaining About:** Verizon Wireless

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### **Description**

Please look into the legality of terminating users who use "too much" data. They advertised to their customers unlimited data. Now they are suggesting "unlimited" does not mean unlimited. This is part of false advertisement and the company is bullying the consumer out of their original plan. This is unacceptable. Although we are few in number, please represent us and reprimand Verizon. Thank you.

---

[Ticket: # 1101032 - Frontier Communications fraudulently charging for service they can't provide](#)

**Date:** 7/24/2016 4:07:14 PM

**City/State/Zip:** Tampa, Florida 33626

**Company Complaining About:** Frontier Communications

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## **Description**

Internet services, streaming video and streaming music services spotty, incessantly slow; complaints are answered with "we are working on it"; meanwhile subscribers still paying full price

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**Ticket: # 1101095 - internet access blocked by xfinity/Comcast**

**Date:** 7/24/2016 6:10:06 PM

**City/State/Zip:** Willow Springs, Illinois 60480

**Company Complaining About:** Comcast

---

## **Description**

On the same day July 21 that xfinity blocked our computer wi-fi connection to the internet, our Direct TV connection to the internet was stopped. After repeated attempts by myself and a Direct TV phone agent, the connection could not be repaired. I am now waiting for a Direct TV tech to come to our home and attempt to reconnect us with the internet. While there is no proof that I can find that Xfinity is also responsible for internet disruption for our television, the coincidence of the events happening at exactly the same time, infers that it was.

---

[Ticket: # 1101096 - Internet Provider](#)

**Date:** 7/24/2016 6:10:26 PM

**City/State/Zip:** Shingletown, California 96088

**Company Complaining About:** Frontier Communications

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**Description**

Paying Frontier for service they are not providing

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**Ticket: # 1103528 - No internet cap**

**Date:** 7/25/2016 11:33:32 PM

**City/State/Zip:** Warren, Arkansas 71671

**Company Complaining About:** Verizon Wireless

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### **Description**

I thought it was decided by a us court years back saying they could not do this. I thought I was safe to use my internet the way I wanted to without issue.



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**Ticket: # 1101378 - harassment via Internet**

**Date:** 7/25/2016 5:51:33 AM

**City/State/Zip:** Sacramento, California 95814

**Company Complaining About:** AT&T

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## **Description**

A family very close to mine, a young member received Subsricption notice that indicated my identity was used to Spam them with disgusting content... There can be zero tolerance and no legality of sending abusive content to stalk, hurt, defame, harass and slander receiver was a violation to the receiver, and cyber violation to all via an identity imposter abuser and stalking perpetrator.

For privacy reasons - Please email me at the above address for further information.

---

**Ticket: # 1101478 - Comcast Xfinity Service Lies and no recourse**

**Date:** 7/25/2016 9:30:08 AM

**City/State/Zip:** Roswell, Georgia 30075

**Company Complaining About:** Comcast

---

### **Description**

Comcast does not provide service that works. I have a contract with them and pay my bills on time. They promise technician dates and then act like they don't. They make promises and then do not keep them. When you call back in they act like they don't know who you are.

---

**Ticket: # 1101928 - Comcast**

**Date:** 7/25/2016 12:36:49 PM

**City/State/Zip:** Valparaiso, Indiana 46383

**Company Complaining About:** Comcast

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## **Description**

I have had issues with Comcast for years. They didn't resolve my issues in my previous home, and have yet to resolve my issues at our new home. I have been facing connection issues with all their services for the past nine months here. They sent out three different technicians and I still have issues. Today I am without all services and they stated the soonest they can arrive is 3 days from now. They are a terrible company. You cannot even reach agents in the US anymore. They should not be in operation.

---

**Ticket: # 1101950 - Internet and phone outages**

**Date:** 7/25/2016 12:43:22 PM

**City/State/Zip:** Decatur, Georgia 30035

**Company Complaining About:** Comcast

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## **Description**

Good afternoon! We are a business in Decatur GA and we use Comcast for both our internet and phone service. During the past couple of months we have experienced intermittent outages for both the phone and internet, but last week we experienced 3 days total of no access whatsoever. This severely impacts our ability to conduct business. We have contacted Comcast many many times to try to get this issue resolved. It matters not to us what is causing the issue, what does matter is that we make money, and with out those services our hands are tied. Comcast has restored service many times, only to drop out again minutes later. We are tired of calling Comcast, and would like them to do what they need to do to restore the reliable service to our area that we are paying for. We do not feel that Comcast is taking this as seriously as we are, we are loosing money each and every time we can not access our email or make/take a phone call. Thank you.

---

**Ticket: # 1102015 - Complaint form for Harressment****Date:** 7/25/2016 1:06:43 PM**City/State/Zip:** Gulfport, Mississippi 39501**Company Complaining About:** Straight Talk

---

**Description**

I have several emails that have been hacked into. Causing Disruption of Business and Quality of Life". I have tried to "file a Report" with the "Gulfport Police Department; also with the "Harrison County Sheriffs Department".Found that "they are" Involved as well. Through their Computers. I was Attacked on November 13, 2012 and again on November 13,2013. They inserted a "Bluetooth" in my Sinus passage way and they Sound it makes,Causes Havoc in my "Quality of Life". I know the "Assailants"to be Gang Related. (Friendship Tap). This is "Illegal" In the "State of Mississsippi". "Gulfport Memorial" and "Garden Park Memorial" were "Notified";Of this device. Refusing to remove it. (Medical Leisure Complaint). I wish for you to File my Complaint on "Internet Disruption,Cellular Harassment and Disruption of "Quantity of Life". Please send me a copy of this complaint. For Further reference to Prosecute. Several of these attachments are from Game Stations, Direct Tv, Cable One, Government Cellular Companies, Sprint, Verizon wireless, Straight Talk and Google through Every Email Search Engines. Please Track my Emails for Further Evidence.

---

**Ticket: # 1102460 - Internet hasn't been working in a month! Comcast won't even attempt to fix my internet!**

**Date:** 7/25/2016 3:18:15 PM

**City/State/Zip:** Snellville, Georgia 30039

**Company Complaining About:** Comcast

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## **Description**

I have spent over 15 hours on the phone with Comcast this past month, complaining about unusable internet. I have scheduled 2 technicians to cone out, and BOTH times were no shows, and finally one came out this past weekend, to "fix" my problem. The technician confirmed that it was NOT my modem causing the consistent disconnects, ping over 7000 milliseconds (impossible for online gaming, streaming content, voip phone calls, etc. They told me I would be refunded for the month, yet nothing has been deducted from my bill, nor have they fixed my issue. To make matters worse I had to report an employee for being rude to me after she kept on saying that it was my fault the internet wasn't working and that Comcast won't help me out.

---

**Ticket: # 1102580 - Ham radio antenna interference**

**Date:** 7/25/2016 3:47:51 PM

**City/State/Zip:** Bartlett, Tennessee 38135

**Company Complaining About:** AT&T

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## **Description**

The homeowner at the address (b) (6), tn 38135 has a ham radio antenna that is interfering with our homes wifi and tv service. Since the ham radio antenna has been installed in at the home listed above our internet and tv service has been interrupted and at some times doesn't work at all.

---

**Ticket: # 1102612 - Service calls are placed and technician never shows up - already three times.**

**Date:** 7/25/2016 3:57:56 PM

**City/State/Zip:** Upland, California 91784

**Company Complaining About:** Frontier Communications

---

## **Description**

I called to report problems with connection to the internet. I was given Sun. July 17th between 8-5 for a service technician to visit with (b) (6). Never showed up and when I called they tried to reschedule me for Mon. the 18th which I told them I was not available for - they changed it to Fri. July 22 between 8-10 AM with the same service number. They never showed upon the 22nd. I called at 10:15AM and was told they would be there shortly. I called again at 11:15AM and they told me someone closed the ticket on Monday July 18th. They again rescheduled me for Mon. July 25th between 8-12AM. Again they did not show up and when I called they said I was reassigned to Tuesday the 26th which I told them would not work for me and I was told that's all they could do. I was told it was not possible to talk to a manager and I just had to deal with the customer service department. How can a customer ever get anything fixed with this company?



---

[Ticket: # 1103134 - Verizon DSL speed and reliability](#)

**Date:** 7/25/2016 6:50:04 PM

**City/State/Zip:** Brookside, New Jersey 07926

**Company Complaining About:** Verizon

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## Description

We are one of two households at the end of a short road. We have Verizon DSL, but 400 feet away at the end of the road is a FiOS line. Our internet speed is never good; the attached image was captured at just after midnight but the speed remained terrible. Whenever it rains, the line fails entirely; we lose all Internet connection.

---

**Ticket: # 1103352 - Trouble with Cox Communications****Date:** 7/25/2016 8:55:43 PM**City/State/Zip:** Metairie, Louisiana 70005**Company Complaining About:** Cox

---

**Description**

For several weeks, I have been having some internet issues with Cox Communications. Being that I have the knowledge and experiences with computers already, I spend about a week troubleshooting my equipment before calling Cox. I started by tweeting Cox's support on Twitter but they just gave me the run-around saying that everything looked fine. Then, I called their customer support and someone was able to schedule a tech to come out to my house. The next morning, I get a call from Cox saying that there was some work done in my area since I made the appointment and to check and see if the issues have been resolved. I ran a few tests and everything seemed to be back to normal, so I called to cancel the tech. About 2 hours after calling, everything went back to being horrible. I don't know if it was just a coincidence that it happened like that, but it seemed like it was done on purpose and it really pissed me off. I have had minimal issues for the 2 years I have been in this house, but this just seems like foul business practices to me.

I have attached a recent screen capture of my cable modem's status page.

---

[Ticket: # 1103524 - Do not take out unlimited](#)

**Date:** 7/25/2016 11:27:37 PM

**City/State/Zip:** Judsonia, Arkansas 72081

**Company Complaining About:** Verizon Wireless

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## **Description**

It's unfair to take our unlimited WiFi because you are unhappy or what ever reason. Please do not do it.

---

**Ticket: # 1103890 - Dead Tree**

**Date:** 7/26/2016 10:22:46 AM

**City/State/Zip:** Alexandria, Virginia 22311

**Company Complaining About:** Comcast

---

## **Description**

Before I bought the house I currently live in Comcast attached their wire to the tree. The tree is in the process of dying and there is serious risk of the tree falling down. Because the wire is attached to the tree contractors are unwilling to remove the tree.

I contacted Comcast about the issue and they gave me the run around. Promising of several occasion that someone would call me back but never actually calling.

I want Comcast to remove the tree and contact me back like they say they would.

---

**Ticket: # 1104208 - Frontier Communication service and internet connectivity**

**Date:** 7/26/2016 12:26:47 PM

**City/State/Zip:** St Petersburg, Florida 33716

**Company Complaining About:** Frontier Communications

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### **Description**

Poor service... Requested a technician.. Suppose to have the technician out here today...in St Petersburg.. They arbitrarily said the problem was fixed and it wasn't... and they unilaterally cancelled the service call..

---

**Ticket: # 1127433 - Fraud**

**Date:** 8/8/2016 6:19:32 PM

**City/State/Zip:** Nashua, New Hampshire 03062

**Company Complaining About:** Unknown

---

### **Description**

I have been frauded out of \$850 via western union by someone with the phone number (b) (6) Wyoming and New Hampshire Npd have been alerted as have western union and bounced check from New York New York. Take note and assist them if possible. Thanks.

---

**Ticket: # 1105096 - Internet and Phone Never works. Have called Time Warner 43 times in 2016 alone**

**Date:** 7/26/2016 5:02:48 PM

**City/State/Zip:** Stanton, California 90680

**Company Complaining About:** Time Warner

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## **Description**

Time Warner cable charges me a premium for my internet and phone service and it has not worked 51 times in 2016 according to my notes and i have called them 43 times and they have been to house 3. I get charged a huge premium \$89 a month and the speed are 10.1 and 12.2 upload and download speeds. They always say that they have fixed the issues but the next day it goes down 3-4 times at least. I spent 2 hours of phone time with them on 25 July 2016 because my 2 laptops, 2 phones and mobiles would not connect. They keep upping the costs each month as well. it started out at \$39.99 and went to \$89.99 a month for a service that works maybe 10% of the time while its in use. in a 1 hour sitting on the internet on average i have to reboot the modem and or computer 4 or 5 times. The cable that ran into my complex is over 25 years old. When i call them they leave me on hold for up to 15+ minutes and to a point to where i am just worn out. My direct neighbors also say that this service is a scam and wish there was another way to go.

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**Ticket: # 1105596 - Phone Porting Violation****Date:** 7/26/2016 9:23:25 PM**City/State/Zip:** Grove City, Ohio 43123**Company Complaining About:** Time Warner

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**Description**

To Whom It May Concern,

I have been a long time customer of WOW Internet and Cable. I found out recently that I have been without a home phone since July 11, 2016. Time Warner ported my number without my knowledge from WOW. They apparently ported it to another customer at a different address. What can I do? How can this be reported? Apparently neither company followed appropriate protocol when it comes to porting phone numbers. They need to have the appropriate authorization in place by the line owner before they can port any number away from each other. Neither one of them did. This has been hell trying to get this situation corrected. I don't know how much longer this is going to take to get fixed. I wasn't even notified by WOW that my number was ported to Time Warner. I found out because I called because my home phone wasn't working on top of the other service issues I had been having with them.

Please help me to find out what my next steps would be. I don't want this to inadvertently happen to someone else. What if there was an emergency and I needed to call 911, I would not have been able to call them.



---

**Ticket: # 1105731 - Service Loss**

**Date:** 7/27/2016 3:26:16 AM

**City/State/Zip:** Waconia, Minnesota 55387

**Company Complaining About:** Frontier Communications

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## **Description**

I am experiencing service drops in excess of 5 times a day or complete loss for a day. I have had the service tech out to my house and they say that everything checks out to my house. My service is fine in the winter and does not drop out and i can stream movies on my TV, that is 5MB down at least to do that. I have talked to my neighbors and they are experiencing the same issues. This year i just canceled my service for the summer.

---

**Ticket: # 1105724 - Email/iPhone-Apple ID, Microsoft Word Compromised****Date:** 7/27/2016 2:33:00 AM**City/State/Zip:** Shelby, Mississippi 38774**Company Complaining About:** Google/wireless Mobile

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**Description**

After beginning my EEO process on April 25, 2016, I began to recognize issues with my email addresses, (b) (6) and (b) (6) was compromised in which correct emails were not being sent to intended recipients, I was not able to access my emails without constantly receiving wrong passwords multiple times. Documents that had been uploaded to be sent were not sent such as photos, documents in relation to my EEO Complaint. Only EEO word document files were corrupted. My Microsoft word had been compromised, my wireless network, as a friend of the family was having issues with his phone. The computer appeared to have a mind of its own. I would type documents and save and eventually information would be altered, misspelled or deleted. There appeared to be an interference searching different sites, not being able to navigate due to the movement of the program or an individual who is no longer there. Apple ran a diagnostic test and phone Apps that I never seen loaded on my phone. And Apple also located a iPhone apps that were not on my listed in the Diagnostic Report. My Apple ID, theewee1974@gmail.com was not able to be accessed and Apple was not able to troubleshoot other issues with iCloud and iTunes.

On the job there was a threat to my email in which I was not sure if was from the inside or outside; however, it appears to come from the inside.

---

**Ticket: # 1105728 - Connection and services**

**Date:** 7/27/2016 3:14:12 AM

**City/State/Zip:** Mulberry, Florida 33860

**Company Complaining About:** Frontier Communications

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## **Description**

For the last three weeks, I've been jerked around by Frontier Communications for services ordered and have been told that they were on and working.....to only find out that it is a lie....the day that I was told that services only to come home and being told they were never connected....they send a router that does not even work!!! I can't understand why these people or this company can honor or stand behind what they or who they really are!! I've been without Internet services for three weeks I've been calling day and night about services that I paid 56.00 for and have not even gotten ANY service whatsoever!! I can't get any help whatsoever from upper management! Every time I request one, I get put on hold or to a Spanish line! I need my services ASAP!! Please look into this matter IMMEDIATELY!! I need my services for business reasons....they keep lying saying that the services is on only to find out when I connect that they're not on and I personally was home all day long and no one ever came to my house for the inside or outside....I need this fixed IMMEDIATELY...

Many thanks.

---

**Ticket: # 1105762 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 7/27/2016 8:00:07 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I have a internet mail box to a company called Inbox.com, and the inbox is locked. I was sent a message to try to access the inbox later. I feel as if the media is controlling the inbox.

Could the federal government stop allowing the media to track me along the internet. I rather they aren't studying my internet activity to anyone's website. I need access to my inbox. All of my main is within there.

Could you close the surveillance.

---

[Ticket: # 1105801 - Re: Continued outages.](#)

**Date:** 7/27/2016 8:54:27 AM

**City/State/Zip:** Starke, Florida 32091

**Company Complaining About:** Centurylink

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## **Description**

consumer submit duplicate complaint

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[Ticket: # 1106133 - My computer was sabotaged .](#)

**Date:** 7/27/2016 11:55:16 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** Verizon

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## **Description**

They freezed my computer the time I was paying my bills online on P N C BANK . So my password was taken . Since then I had problems with my emails , my credits cards , they destroyed my emails , I couldnot even login in my computer . Until now I' m not able to sign on facebook ,in youtube so on so on ... Also who hacking my emails has tendency to block my emails after jobs interview so on so on ...

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**Ticket: # 1106611 - fraud**

**Date:** 7/27/2016 2:36:51 PM

**City/State/Zip:** Edgewood, Maryland 21040

**Company Complaining About:** Mybankingcaccountga.

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## **Description**

Pop up locked my computer. Called the number which was listed (b) (6) and was told I needed to give them info and access to my computer I said no. The website that came up is mybankingcaccountga.

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**Ticket: # 1106714 - Hackers pretending to be a Microsoft tech support center**

**Date:** 7/27/2016 3:10:29 PM

**City/State/Zip:** Avila Beach, California 93424

**Company Complaining About:** Charter

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## **Description**

I received a notice from what appears to be Microsoft tech-support. They're leaving a message saying that they are alerting me that they have detected a breach from some porn that is now infecting my computer. They provide support number and instructions to call them in order to help solve this problem. I did call the number provided and I didn't Believe it was actually Microsoft ..they were going to give me instructions on how to log on and solve this problem



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**Ticket: # 1107305 - Hacked and locked out of all password protected websites**

**Date:** 7/27/2016 6:06:15 PM

**City/State/Zip:** Los Angeles, California 90004

**Company Complaining About:** Time Warner

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### **Description**

Someone has changed all my passwords and I can't open any of my email or any password protected websites. I am being harassed.

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**Ticket: # 1107177 - Com Cast Service**

**Date:** 7/27/2016 5:23:57 PM

**City/State/Zip:** Silver City, New Mexico 88061

**Company Complaining About:** Comcast

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## **Description**

Service has been going down repeatedly. Per Comcast business contract have an SLA of 4 hours however this has consistency been overlooked. Calling support yields no positive outcomes. Our healthcare facility relies heavily on dependable internet service and not receiving the service we are paying for puts our patients care at risk. Below are several tickets that we have opened up with ComCast.

CR607134008

CR605284582

CR613972149

CR613987465

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**Ticket: # 1107610 - JetBlue - Unsubscribe Not Active****Date:** 7/27/2016 8:54:47 PM**City/State/Zip:** Novato, California 94945**Company Complaining About:** Time Warner

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**Description**

JetBlue does NOT offer an unsubscribe option to their emails which is a violation of CAN SPAM. I called JetBlue and confirmed with a representative that the only way to unsubscribe from JetBlue or TrueBlue emails is to contact them directly. I did so, and still receive unwanted emails. At the bottom of JetBlue and TrueBlue emails there is a "Unsubscribe" hyperlink. However, when clicked on, it takes you to their webpage requiring the user to enter their log-in information. Once entering such information, a user is left to look for a non-existent unsubscribe option. This is a violation of CAN SPAM.

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**Ticket: # 1107644 - Time Warner Speed Issues**

**Date:** 7/27/2016 9:21:51 PM

**City/State/Zip:** Dallas, Texas 75206

**Company Complaining About:** Time Warner

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**Description**

Hello-

Time warner has consistantly underperformed in both speed and quality of the internet service i have been paying for. I have recently asked AGAIN to put in a trouble ticket for performance issues and the CSR refused. This is crazy. TWC needs to adjust my bill to reflect the service and intermittent drops. IVE HAD ENOUGH.

---

[Ticket: # 1107748 - internet connection](#)

**Date:** 7/27/2016 11:20:37 PM

**City/State/Zip:** Reno, Nevada 89523

**Company Complaining About:** AT&T

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### **Description**

Someone keeps interrupting my service. I feel Microsoft engineers are doing something to interrupt my service. It's not AT & T

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[Ticket: # 1107720 - Frontier communications](#)

**Date:** 7/27/2016 10:38:34 PM

**City/State/Zip:** Zephyrhills, Florida 33540

**Company Complaining About:** Frontier Communications

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**Description**

Internet and phone service inoperative for 5 days so far with no resolution

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**Ticket: # 1108002 - Interruption of wireless signal**

**Date:** 7/28/2016 10:03:25 AM

**City/State/Zip:** Mathis, Texas 78368-4045

**Company Complaining About:** Local Jammers, No Company!

---

## **Description**

For years, my home has been broken into...picking my locks. county sheriffs office say proof! Now that I have security cameras, it was worse, county sheriff thinks I am making it up, because I call so much, harassment! I have a camera security system. No one can enter my yard or house without being detected. When I come home and more stuff is relocated in my home or outright stolen. I Check system playback and get some bright flashes or intermittent black screen. My internet is a Verizon router, they are not the problem, as it happen to my security cameras, internet and Directv. Just someone using a jammer, within 3000", in a subdivision, neighbors or someone in the woods.

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**Ticket: # 1108122 - Comcast**

**Date:** 7/28/2016 10:53:25 AM

**City/State/Zip:** St Augustine, Florida 32092

**Company Complaining About:** Comcast

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## **Description**

I lost my internet and TV on Tues 7/26 I called after about 30 minutes of restarting modem and removing cables he decided we where not getting a feed in the house. He schedule us someone to come out today 7/28 between 8-10am I called around 8:30 to check on the arrival and was told there is no one coming there is no appointment scheduled. And he wanted me to trouble shot the modem again so I asked him to get me someone to come out today since I already took a day off the work he said there is only tomorrow available I asked to speak to his supervisor but he hand up on me. I called back again got someone explained the issue he said he cant help me he will transfer me to tear 1 they have the authority to get someone out today. After some hold time someone answer I told him the issue am having he said there is nothing he can do to help I ask for supervisor he put me on hold and he came back to talk to me and tell me his supervisor was busy and could not talk so after about 38 minutes he said hes supervisor has 2 customers that he needs to assist first so he said he can transfer me to customer relationship they have authority to get someone out today and he will explain the issue so they know why am I calling so another 5 minutes goes by and lady answers said who am I and how can she help me so I had to repeat everything again and tell her my issue she said there is someone scheduled to come out tomorrow and best she can do is wave the fee of the guy coming out. 2 days with out the service and no one shows up then they treat me like I was doing something wrong and no one no one wants to help and try to ease the pain.



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**Ticket: # 1108430 - centurylink**

**Date:** 7/28/2016 12:29:06 PM

**City/State/Zip:** Pueblo West, Colorado 81007

**Company Complaining About:** Centurylink

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## **Description**

From the 1st month of dealing with Century link, I've has problems. The upload speed was less than 3 most of the time. I would post a comment and later all the work i did online disappears. I was told this is feedback issues on their server. I rarely am able to get through to their phone to talk to repair. When I have, they acknowledge that its their fault, but want me to continue with their services. I refuse to pay for services that are this unreliable.

2 EXAMPLE: I purchased an airline ticket. When we arrived we had to pay an additional \$175.00 for the ticket before we could board because a popup never popped up! If it had popped up, we had over a month to buy a ticket at a better price and would have never purchased that particular ticket! the service is unreliable, at best.

I have spent hours on the phone with them.

It was cut off for non-payment when the week prior the phone told me through a recorded message that their was no service in my area and it would be off until the 19th. then they cut me off or non payment! ?

there has been nothing but trouble from the 1st day! I signed up with them through DISH and never received any of the promotional promises as they discontinued DISH sometime around my sign up date?

This was all that was offered in my area that I knew of at that time.

Please, don't I have a reasonable expectation of reliability before I pay a bill? I'm unsure what to do.....

thank you for helping me

they offered to send a man out to see if I would be able to receive a better internet connection, but I have to pay a bill for him to come. they did not offer this prior.

? I was paying for 40 mps but never was able to receive 20, that I know of.

PS Also, they say they send me a bill, but I rarely ever got one!

Also, I was told this is fiber optic, but its plugged it in outside on a phone line! ?

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**Ticket: # 1108617 - hidden network**

**Date:** 7/28/2016 1:22:07 PM

**City/State/Zip:** Mora, Minnesota 55051

**Company Complaining About:** Centurylink

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## **Description**

numerators and network has been taken with utilizing several games, phones, direct tv..... can not find network and can not turn on our own internet thru century link due to this interference, they have also hacked into computers and direct tv... it appears that they are utilizing our home for a host for a business.

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**Ticket: # 1108920 - SPAM Messages**

**Date:** 7/28/2016 2:40:20 PM

**City/State/Zip:** Zeeland, Michigan 49464

**Company Complaining About:** Shi

---

**Description**

I have been receiving unwanted emails from a consulting organization that I never reached out, or attempted to start initial contact with. Their marketing emails do not have a clear opt-out method in the message, and asking them to opt-out has not yielded any results. Attached are example messages of me asking them to remove my name from their distribution lists, as well as some emails that happened after the request.

---

[Ticket: # 1109511 - civil rights privacy here HUD CC](#)

**Date:** 7/28/2016 6:11:27 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Directv

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## Description

(b) (6)

CC

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[Ticket: # 1109520 - Comcast Service](#)

**Date:** 7/28/2016 6:15:20 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

My service disconnects every 2 minutes, then reconnects about 15 seconds later. The spotty service has to stop, its unacceptable. I'm not getting what I paid for (uninterrupted service), and this company needs to be held accountable for their garbage service.

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**Ticket: # 1109578 - Comcast keeps shutting off my internet**

**Date:** 7/28/2016 6:39:12 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

I've been a comcast customer for about 10 years now, at first it was by choice.

The path this company has taken in the recent months have been a path I don't want to be a part of..

In June the comcast company shut my internet off because I had a past due payment, now they want to shut it off again 28 days after I paid more than they asked for, my bill is supposed to be 65 a month for Internet only, I cannot afford their cable and phone packages, the disconnections and throttling of my internet service because I cannot pay on their monopolized business model they feel free to cut my internet service at will holding me to pay their overpriced Internet service, this company told me because I cannot pay the full amount I can't get my service turned back on.

This company is basically holding me hostage because I cannot pay today when I told them I cannot pay until tomorrow this type of treatment of customer is unacceptable I've taken the first steps to expose this type of monopolize Behavior by complaining to the FCC which protects me.

I wish I could switch to another cable company that would value their customers.

Bottom line is my complaint is; I paid 80 dollars to comcast on the first of this month, it's the 28th they cut my service off and told me that I cannot have it resolved unless I pay the money. They have done this to me for years, this is the first complaint I've ever filed it's not right for a company with a CEO making 37 million dollars a year to run a company that will cut service to people like me that make less than 2k a year this is an outrage if the FCC cannot help me please give me information to better help my case because this isn't right and I'm sure I'm not the first nor the last human to feel this way.

Thank you for taking the time to review this, I'm actively awaiting some sort of reply

---

**Ticket: # 1109782 - Possible virus sent**

**Date:** 7/28/2016 8:27:42 PM

**City/State/Zip:** Longmont, Colorado 80501-3478

**Company Complaining About:** Comcast

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**Description**

Received an email from this phone number nothing on the attachment (b) (6) >

File name is text\_0.txt (1 K)

Date: Fri, Jul 22, 2016 at 8:35 AM

Subject:

To: (b) (6)

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**Ticket: # 1109763 - Verizon Unlimited Data**

**Date:** 7/28/2016 8:14:28 PM

**City/State/Zip:** Greenwood, Delaware 19950

**Company Complaining About:** Verizon Wireless

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### **Description**

It is unfair that Verizon is kicking us off for excessive use for there data when it clearly states unlimited data



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**Ticket: # 1109769 - Verizon Unlimited Data**

**Date:** 7/28/2016 8:17:57 PM

**City/State/Zip:** Greenwood, Delaware 19950

**Company Complaining About:** Verizon Wireless

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### **Description**

It should be against the law to terminate our Verizon account because we are using out data as we please. when the data plan says unlimited it should be unlimited.

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**Ticket: # 1109857 - internet interference**

**Date:** 7/28/2016 9:19:17 PM

**City/State/Zip:** Walla Walla, Washington 99362

**Company Complaining About:** Not Sure I Would Have To Check At The Hotel Front Desk. I Believe This Is A Jamming Device From Marisco's Culican A Restaurant Next Door

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## **Description**

(b) (6), WA 98208 There is a wireless signal that is interfering with connecting to the Internet. I can hear it over my bluetooth devices, and also on the television. I have been staying here for months (Econolodge Silverlake/ Everett Wa) This has been going on for a month or so.  
Robby L Smythe

---

**Ticket: # 1109894 - Accidental "SPAM" Reported (NO FAULT of Phone Carrier)**

**Date:** 7/28/2016 9:51:22 PM

**City/State/Zip:** Saint Albans,, New York 11412

**Company Complaining About:** T Mobile

---

### **Description**

By, ACCIDENT, due to, Deleting, old, text messages & typing FAST, i, unwantingly. "HIT" th, "REPORT A SPAM" option. This was done, TOTALLY, by ACCIDENT. PLEASE, could you, PLEASE, "REMOVE" my Daughtr's Phone#/Name from, any, "SUSPICIOUS LIST". Since, this has happened, 2nite, whn, i text her, a Black, Check Mark, appears, next to, message & @ bottom of phone, a Grey box shows her nsme/ph# & that, messgsge has been sent. I WISH not to have th Check Mark/Grey Box, appear. I called my, phone carrier & they took me thru differnt STEPS, evrything worked excepted, getting, Check Mark, removed & Grey Box, appearing. PLEASE HELP ME... Thank You.

---

[Ticket: # 1109997 - Cell phone jamming](#)

**Date:** 7/29/2016 12:31:40 AM

**City/State/Zip:** Manhattan, Kansas 66503

**Company Complaining About:** Stonecreek Family Physicians

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## **Description**

When an iPhone 6 is brought to the sidewalk of the business the phone does not receive cellular or wifi service. The phone does not find wireless access points. The phone gets between one and two bars on the opposite side of the road in the afternoon.

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**Ticket: # 1110275 - Comcast is a Joke**

**Date:** 7/29/2016 10:38:09 AM

**City/State/Zip:** New Ipswich, New Hampshire 03071

**Company Complaining About:** Comcast

---

## **Description**

2 - 3 weeks ago I started having problems with my internet. Sometimes it would work perfect and I would get 70MB+ download speed, other times it would drop to ~2MB... I work from home and I am constantly using Skype to stay in touch with co-workers and clients, you can do this with 2MB d/l.

I immediately followed the normal, try to unplug the wireless modem and plug it back in, no change.

I called in and used their automated system to reset the modem, no change.

I had a modem that was not being rented from Comcast so they were reluctant to send a service tech out to help and pretty much just blamed the problem on the modem.

I called the modem provider followed their troubleshooting, no change.. they assured me the problem was with Comcast...

Here comes the fun part.

I decide to get a modem from Comcast so I can get a tech out to resolve the problem.

I have three options:

1. Get it shipped for \$10
2. Have it delivered and installed by a tech for \$50
3. Pick it up myself for free

Being the kind of person that likes to save money, I go with option 3. The woman at Comcast I spoke to told me I could go to their Leominster MA location ( I live in NH ). When I get to the Comcast service center I am told that their modems are for MA residents only.... Great. First Big issues.

Finally, I get a comcast modem back to my house, get it all set up and turn on my wi-fi devices. Not only do I experience the same problem, but now it is much, much worse. I reconnect my personnel modem and call to have a tech come out to resolve the problem, this was on a Friday. They explained a tech would be out Monday to fix the problem, but the fun part is they could not give me ANY time frame, just "sometime Monday" and they will call before they show up.

Monday comes around its noon and still no word. I get on Comcast chat support and they assure me someone will be here as scheduled.... 4 o'clock comes around, I get on Comcast chat they assure me someone will be here as scheduled. No one ever showed.

Now I'm mad. First thing Tuesday morning I give Comcast a call. They never rescheduled an appointment after the one missed Monday, and they refuse to set me up a same day appointment. The only time he could offer me was Wednesday between 9am-12am ( at least it's not a 24 hour

window ) He scheduled it and I told him I needed to talk to his manager, he understood and told me I would receive a call from his manager with 1-2 hours. The manager never called.

On Wednesday morning I receive a voice mail from Comcast confirming my appointment for between 6pm – 7pm... What the actual \*\*\*\*.

5:25pm comes around and the tech pulls up in front of my house, sits in his van for 35 minutes until 6pm ( my two big dogs were not pleased ).

He comes in my house for about 10-15 minutes plugs his stuff into my modem, checked to make sure the wire wasn't loose and says it seems normal, and that they will be back the next day ( Thursday ) to replace the line from the telephone pole to my house. The guy literally did nothing else.

All day Thursday no one came... surprise, surprise.

Here we are today on Friday I get in touch with a person from Comcast, nothing was scheduled for anyone to come out to my location and resolve my issue. They tell me that I should expect a call from a tech to schedule another appointment. I wont hold my breathe.

Comcast has left a permanent bad taste in my mouth. This is literally the worst customer service I have EVER received, it is amazing your company is still in business.

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**Ticket: # 1110255 - Verizon Wireless**

**Date:** 7/29/2016 10:31:01 AM

**City/State/Zip:** Fond Du Lac, Wisconsin 54937

**Company Complaining About:** Verizon Wireless

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### **Description**

I received a letter from Verizon dated 7/21/16 stating they were cancelling my old Alltel unlimited data plan. When Verizon purchased Alltel, they purchased the plans as is. I have never changed my plan, or been in payment default. I have also contacted George Slover, of Consumers Union, on this matter, and am discussing this Breach of Contract with a lawyer.

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**Ticket: # 1110268 - Internet**

**Date:** 7/29/2016 10:35:52 AM

**City/State/Zip:** Somerset, Wisconsin 54025

**Company Complaining About:** Frontier Communications

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## **Description**

My Internet (frontier Communications) is constantly going in and out throughout the day. I am having to restart my modem countless times a day. Sometimes the internet won't even stay connected long enough to load emails. I have contacted frontier several times about this issue and they have told me they are in the process of updating our area which they have been telling me for years!! My children are in college and some of their classes are on line and they have deadlines in which items have to be submitted by or material that they have to respond to and cannot always do this with our internet service and have to go else where to use internet access. The last time I called they told me if I needed to use the internet I could use the internet from my cell phone! When asked if they were going to pay the data charges for it she said "no mam we would not do that". Why should I have to use data from my cell phone when I am paying for high speed internet!? The remote is not even running at 2mg and most of the time it is barely at a 1. This is hardly high speed internet. I have been told by a tech. a couple years ago that all they need to do is run a fiber fed line 1 mile to fix the issues in our area and they just wont do it, yet I am paying the same price for internet that people are paying for a working high speed internet line. I am not the only one with these issues either. My neighbors and I have discussed this on several occasions and they have been told the same thing by frontier for years "we are in the process of updating in your area" . How does it take years to run a fiber fed line 1 mile?



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**Ticket: # 1110366 - Cell phone signal jamming**

**Date:** 7/29/2016 11:11:14 AM

**City/State/Zip:** Anthem, Arizona 85086

**Company Complaining About:** T Mobile

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## **Description**

About a week ago, the cell signal inside my work building started being blocked. Only employees with Verizon phones can get a signal (Verizon operates a business inside the building). I have 3 out of 5 signal bars in the building but can't access the internet or online app functionality, text, and calling is limited.

My work address is (b) (6) Phoenix, AZ 85053

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**Ticket: # 1147304 - Harassment**

**Date:** 8/18/2016 7:19:38 PM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** Verizon

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**Description**

Shutting off phone services interference with use of the truckers edge.net

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**Ticket: # 1110780 - Unsolicited advertising via text messaging**

**Date:** 7/29/2016 1:53:13 PM

**City/State/Zip:** Mooresville, Indiana 46158

**Company Complaining About:** Verizon Wireless

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### **Description**

I have received numerous texts from (b) (6), I have selected the unsubscribe option on this site three (3) times even though I had not knowingly subscribed.

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**Ticket: # 1110987 - pfishing, and kidnapping my browser**

**Date:** 7/29/2016 3:03:42 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** Not Known

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### **Description**

over the last several months i have gotten several pop up windows advising me me that my computer has a virus , and to fix it i need to call (b) (6)

I have not called the # but it is intended to do my computer harm and cost me money.

---

**Ticket: # 1111087 - company will not stop spamming me, unsubscribe doesn't work**

**Date:** 7/29/2016 3:34:40 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

I have repeatedly requested to unsubscribe from their spam, and they refuse to do so.

<http://mailape.club/unsubscribe.php?c=corysanders@juno.com>

<http://your.factorycast.info>

<http://media.mailape.club>

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**Ticket: # 1111097 - Terrible internet service from Comcast**

**Date:** 7/29/2016 3:38:21 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

I have had several issues with my internet from Comcast not working. A tech came about a month ago and said we needed a rewire and he would schedule it. A month later nothing happened. Same tech came back 2 days ago and replaced the modem, again he said we needed a rewire and he would submit order. He mentioned someone would be calling me in about 48 hours. It is 2 days later and nothing has happened. I have not received any calls. Another tech came today and mentioned the rewire again. He told me to wait a few more days to see if someone calls me to schedule the rewire. I asked him to let me talk to someone who could respond for my service and tell me when the rewire would be done and he told me he did not know who was responsible. When I call customer service they just keep transferring me between departments and nobody can solve my issue. I need my internet to work properly and Comcast just keeps ignoring me. I work from home and have been unable to do so properly in a week. Please help.

---

**Ticket: # 1113426 - Suspicious Wi-Fi Activity**

**Date:** 8/1/2016 6:13:07 AM

**City/State/Zip:** Ridgeville, South Carolina 29472

**Company Complaining About:** AT&T

---

**Description**

Hello,

My name is (b) (6) and I have reached out to your establishment about terrorism and cyber terrorism that has been happening since 2013. I wanted to share with you some suspicious wi-fi activity that has been potentially hacked and could become an international issue or threat if not already.

Thank you and please help,

(b) (6)

---

**Ticket: # 1125048 - Poor Connection**

**Date:** 8/6/2016 7:35:48 PM

**City/State/Zip:** Washington, Pennsylvania 15301

**Company Complaining About:** Comcast

---

**Description**

Poor connectivity on a daily basis. On Demand doesn't work, internet slows down and goes out, and several of our Comcast channels that we subscribe to and pay for do not work.



---

**Ticket: # 1111322 - e-address refusal**

**Date:** 7/29/2016 4:47:58 PM

**City/State/Zip:** Lakewood, Colorado 80226-3835

**Company Complaining About:** Centurylink

---

## **Description**

Century Link & Federal Trade Commission both refuse to acknowledge my e-address of

(b) (6)

---

**Ticket: # 1111419 - Youtube Intentionally Throttling Centurylink My ISP**

**Date:** 7/29/2016 5:30:36 PM

**City/State/Zip:** Seattle, Washington 98177

**Company Complaining About:** Centurylink

---

## **Description**

So I went ahead and made a video about this and will link it at the end of this message. Youtube has decided to list Centurylink my Fiber Optic ISP as Standard Definition for the Seattle area. They intentionally slow down the loading of HD videos on their website whenever they detect Centurylink users connecting to them as I demonstrate in the video showing my VPN video speeds first then the Centurylink speeds. Several local government agencies use Centurylink along with many local citizens and what Google/Youtube is doing is giving the companies listed in the image under HD an non-internal throttled access to the video servers and given Centurylink a throttled access to their video servers. Here is the video showing the side by side comparison

<https://www.youtube.com/watch?v=bjtCxc68lhk>

---

**Ticket: # 1111521 - Liars**

**Date:** 7/29/2016 6:19:54 PM

**City/State/Zip:** Norwood, Massachusetts 02062

**Company Complaining About:** Verizon

---

## **Description**

Verizon has been lying everytime I've called. From the beginning, I was promised 2 free months of service and free installation, not the case. First bill came, and it was never delivered as agreed. Internet goes out almost daily, Verizon makes zero effort to fix the issue, instead I'm given a list of reasons why I'm having problems and refuse to guarantee wireless internet to work. I've spent HOURS upon HOURS on the phone at this point, please HELP!

---

**Ticket: # 1111465 - EMAIL ISSUES**

**Date:** 7/29/2016 5:46:40 PM

**City/State/Zip:** Sanford, Florida 48116

**Company Complaining About:** Microsoft Outlook

---

**Description**

MICROSOFT OUTLOOK.COM HAS INTENTIONALLY AND/OR FRAUDULENTLY REDIRECTED MY EMAILS TO MY ACCOUNT, WHEREBY I CANNOT RECEIVE ANY OF MY EMAILS TO MY ACCOUNT. I HAVE COMPLAINED BEFORE AND NOW MICROSOFT OUTLOOK HAS AGAIN STARTED BLOCKING MY EMAILS TO THE POINT I CANNOT READ THEM AND BEFORE I CAN OPEN THEM THE EMAILS ARE DELETED BY THE COMPANY. EVEN EMAILS I HAVE SENT TO MYSELF FROM MY OTHER EMAIL ACCOUNT.

---

**Ticket: # 1111586 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 7/29/2016 6:57:33 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

---

## **Description**

Could you close the 2010 surveillance.

Could you address members of media, which have been approaching me, not commenting but beginning to try to talk to me about singer/songwriter (b) (6).

I feel as if there was a member or members of media, which tracked consumer information to my household, where a member of my household bought a album of (b) (6)

Could you seal the consumer information around members of my family.

I haven't followed most of Mr. Loggings career. I am aware of some of his songs toward Top Gun and Footloose Soundtracks.

---

**Ticket: # 1111605 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 7/29/2016 7:05:16 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

---

## **Description**

Could you close the 2010 surveillance.

Could you address members of media, which have been approaching me, not commenting but beginning to try to talk to me about singer/songwriter Mr. Kenny Loggings.

I feel as if there was a member or members of media, which tracked consumer information to my household, where a member of my household bought a album/albums of Mr. Loggings.

Could you seal the consumer information around members of my family. There wasn't any discussion about bringing albums by Mr. Loggings with me, when I left Potomac Maryland within 2013, which was Footloose, Top Gun and Kenny Loggings Greatest Hits.

I haven't followed most of Mr. Loggings career. I am aware of some of his songs toward Top Gun and Footloose Soundtracks.

---

**Ticket: # 1111684 - Re: [FCC Complaints] Re: electromagnetic emissions**

**Date:** 7/29/2016 7:59:26 PM

**City/State/Zip:** Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1035002 "electromagnetic emissions"

Having problems with interference nothing has been done! No stays from You!

From: FCC <consumercomplaints@fcc.gov>

To: Edsenk <edsenk@yahoo.com>

Sent: Thursday, June 16, 2016 9:47 AM

Subject: [FCC Complaints] Re: electromagnetic emissions

#yiv8920419595 table td {border-collapse:collapse;}#yiv8920419595 body .filtered99999  
.yiv8920419595directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

---

**Ticket: # 1111654 - xfinity**

**Date:** 7/29/2016 7:30:35 PM

**City/State/Zip:** Rochester, In., Indiana 46975

**Company Complaining About:** Xfinity

---

## **Description**

I'm tired of there coming on my cell phone, with there WI-FI.

When I turn my cell phone on.I told them two weeks ago in a tex.I was going too report them for harrasment.

My phone was then put on a lock down.that whole nite 8-am till the next day, I went too my carrier to have this problem, and my phone, in use again.....This is not Right!!!!

My carrier is BOOST MOBILE.

I'M IN WARSAW, IN. 46580.

My telephone no# (b) (6)

This HARRASMENT, FROM Xfinity STILL IS HAPPENING.(STILL)

I WANT TO PROSECUTE.

WHAT ARE MY STEPS TO DO THIS?????



---

**Ticket: # 1111675 - Re: [FCC Complaints] Re: electromagnetic emissions**

**Date:** 7/29/2016 7:54:04 PM

**City/State/Zip:** Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1035002 "electromagnetic emissions"

Having problems with interference nothing has been done!

From: FCC <consumercomplaints@fcc.gov>

To: Edsenk <edsenk@yahoo.com>

Sent: Thursday, June 16, 2016 9:47 AM

Subject: [FCC Complaints] Re: electromagnetic emissions

#yiv0129757812 table td {border-collapse:collapse;}#yiv0129757812 body .filtered99999  
.yiv0129757812directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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**Ticket: # 1111671 - McAfee Internet security harssment**

**Date:** 7/29/2016 7:48:19 PM

**City/State/Zip:** Detroit, Michigan 48238

**Company Complaining About:** Comcast

---

### **Description**

This is my 2nd attempt to file complaint since 6:27pm & unable to due to interference from McAfee.

I've used my PC about 6 times since Dec. 2014

I never signed/installed/subscribed to their service/product. In 5miutes McAfee pops-up over 20 times. Make them stop! Thank you.

---

**Ticket: # 1111686 - Re: Request received: Internet interference**

**Date:** 7/29/2016 8:00:26 PM

**City/State/Zip:** Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1035060 "Internet interference"

Having problems with interference nothing has been done! No stays from You!

From: FCC <consumercomplaints@fcc.gov>

To: Edsenk <edsenk@yahoo.com>

Sent: Tuesday, June 14, 2016 12:02 PM

Subject: Request received: Internet interference

#yiv1569908921 table td {border-collapse:collapse;}#yiv1569908921 body .filtered99999  
.yiv1569908921directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

---

**Ticket: # 1111687 - Re: Request received: eltromagnetic emmissions**

**Date:** 7/29/2016 8:00:53 PM

**City/State/Zip:** Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1035002 "eltromagnetic emmissions"

Having problems with interference nothing has been done! No stays from You!

From: FCC <consumercomplaints@fcc.gov>

To: Edsenk <edsenk@yahoo.com>

Sent: Tuesday, June 14, 2016 11:39 AM

Subject: Request received: eltromagnetic emmissions

#yiv7241068492 table td {border-collapse:collapse;}#yiv7241068492 body .filtered99999  
.yiv7241068492directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

---

**Ticket: # 1111752 - Tower Hacking**

**Date:** 7/29/2016 9:02:35 PM

**City/State/Zip:** Abilene, Texas 79602

**Company Complaining About:** Sudden Link

---

## **Description**

I livr in Abilene Tx on Sugarloaf and I am thinking someone has hacked into one of the nearby communications towers. I am hearing strange noises that sound like telephone conversations while in my home. There is a very high pitched noise that is uncomfortable. I heard someone discussing that a nearby tower had been focused on my house and a few others who are employees in the air force. Those hours are right beside mine on the same street. I don't know if it's the Internet or dishes or what.

---

**Ticket: # 1112037 - Blocked email by ATT and Bellsouth**

**Date:** 7/30/2016 10:36:33 AM

**City/State/Zip:** Blountsville, Alabama 35031

**Company Complaining About:** AT&T

---

## **Description**

Beginning one week ago, ATT and Bellsouth blocked email from my Otelco. email account, providing a message telling me that I had been identified as a spammer/phisher and they were blocking my account. I used the link ATT provided to request relief. As nearly as I can tell, ATT took no action. I have asked Otelco to deal with the problem, but so far, Otelco hasn't received any cooperation from with ATT or Bellsouth of which I am aware. In the interim, I have been using a gmail account to correspond with those who have email accounts with ATT and/or Bellsouth. This morning, the gmail account also has been blocked by ATT and Bellsouth (both), thus cutting off any means of communicating with people that I correspond with.

I don't know what else to do, other than call you attention to the fact that while these ISPs can instantly block service, they apparently see no point in immediately correcting mistakes they make.

Can you do anything about this?

---

**Ticket: # 1112041 - Unlawful long distance calls**

**Date:** 7/30/2016 10:40:24 AM

**City/State/Zip:** Saint Joseph, Missouri 64503

**Company Complaining About:** Sudden Link

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## **Description**

I have Suddenlink phone service and since day 1 there have been NUMEROUS long distance calls coming in & also out on my line. The ONLY calls I can verify are from an inmate in Federal Prison. Then sometimes after I receive a call from a telemarketer OR even a robo call, I notice that the LED light on the phone box where it's SUPPOSED TO light up on tele 1/2...isn't lit anymore BUT the light that DOES light up that hasn't before the call...is now lit on the LED for the LINK section. Suddenlink told me to just reset the phone box but ive done that and yea it works until the next phone call in, or even as my bill shows...out without my knowledge or consent. Suddenlink employees are complete idiots as to what's REALLY going on. I just dont want to be held accountable for things done without my knowledge over the internet. I've already filed a fraud alert form for the credit score security people to cover myself from identity theft and i don't know what else there is that I can do. Can you please help me resolve this problem before anything happens that can either bankrupt me, or worse put me in jail for someone else's doings. Thank you for your time.

---

**Ticket: # 1112221 - Occasional very profound and anomolous Wi-Fi Interference**

**Date:** 7/30/2016 1:14:26 PM

**City/State/Zip:** Black Mountain, North Carolina 28711

**Company Complaining About:** High Frequency Interference (in The Unlicensed Ghz Range) From An Unknown Source.

---

**Description**

On several evenings at our new location we have experienced what appear to be very powerful hi-lo pulsing radio transmissions in the multi-gigahertz frequency range. I have worked as a communications systems engineer working with a myriad of networking technologies in very diverse environments for over 30 years and have only personally experienced such interference in relation to military applications/equipment.



---

[Ticket: # 1112522 - Comcast daily routine outages](#)

**Date:** 7/30/2016 5:29:17 PM

**City/State/Zip:** Conyers, Georgia 30013

**Company Complaining About:** Comcast

---

### **Description**

I am located in Conyers, GA. My Comcast internet has been having frequent outages, particularly between the hours of 1PM-6PM. This issue has been going on for well over a week. I pay 100 dollars a month for my service and yet the quality of the service has been going down. Unfortunately, Comcast is the best option for my location and they know it.

---

**Ticket: # 1112733 - Keep sending me even I Unsubscribed for many times**

**Date:** 7/31/2016 12:00:30 AM

**City/State/Zip:** Little Neck, New York 11363

**Company Complaining About:** [Http://suggestedjobs.com](http://suggestedjobs.com)

---

**Description**

<http://suggestedjobs.com/> keeps sending me email ad even I unsubscribed so many times.

---

**Ticket: # 1112752 - Recurring problem**

**Date:** 7/31/2016 2:39:29 AM

**City/State/Zip:** Marysville, Ohio 43040

**Company Complaining About:** Time Warner

---

## **Description**

The Internet service provider (Time warner cable at Marysville Ohio) Is totally screwing over us literally everyday the Internet will go out and then come back then go right back out this has been happening for 6 months it never used to happen before but now it's just totally horrible paying 90\$ for Internet that is slow and Works not even half the time I can't even do my job from my laptop because the Internet is so bad and I refuse to go up to a bigger bandwidth for even more money to not have that work something needs to happen with this company

---

**Ticket: # 1112815 - Frontier Internet down again in less than 7 days**

**Date:** 7/31/2016 9:41:01 AM

**City/State/Zip:** Cascade, Idaho 83611

**Company Complaining About:** Frontier Communications

---

### **Description**

I currently have an open complaint I'm waiting to hear back from Frontier, like your email told me, woke up this morning and the Internet is down again in this county and the next 2 county's over. This is ridiculous. Frontier has a monopoly on this area. It's completely unethical

---

**Ticket: # 1112842 - Email Issues With Verizon****Date:** 7/31/2016 10:20:58 AM**City/State/Zip:** New Brunswick, New Jersey 08901-3168**Company Complaining About:** Verizon

---

**Description**

I switched from a business account to a residential account with Verizon on June 17, 2016. I was assured by every representative I spoke with, that I would be able to retain four particular email addresses that I had used under the business account. While I can no longer access the accounts through Outlook, though the main email does not pose a problem, one email consistently is denied access through their webmail access and is of most importance to me, that being

(b) (6) I have made several attempts contacting Verizon directly with no sustained result of access to the account without going through a process of resetting the password. I was told no record is kept of these calls so that the problem remains unresolved.

The emails were under the old business account which added a problem in finding the accounts. Additionally though I have two years of backed up email information, each time I provided "secret questions" nothing was correct according to each set of representatives, further frustrating access, though, I have two years of records.

---

**Ticket: # 1113013 - Verizon Internet**

**Date:** 7/31/2016 2:49:38 PM

**City/State/Zip:** Pottsville, Pennsylvania 17901

**Company Complaining About:** Verizon

---

### **Description**

I'm tired of paying high prices for Internet that disconnects constantly. I end up using all or close to my data on my cell phone because of this. I'm tired of paying data overages! My son get disconnected from his xbox constantly. We get disconnected from Netflix constantly! I pay my bills late because the service is horrible and nothing is ever done! It's not just me, multiple people up where I live have this same complaint. When you call Verizon, they are rude and NOTHING is ever done!

---

**Ticket: # 1113026 - internet service**

**Date:** 7/31/2016 3:07:31 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** Comcast

---

**Description**

I HAVE INTERNET SERVICE FROM COMCAST. THIS SERVICE GOES OUT THREE TO FOUR TIMES A MONTH.CUSTOMER SERVICE IS OUT OF AMERICA & THEY DO NOT HAVE RESPECT FOR AMERICAN CUSTOMER.CUSTOMER SERVICE IS VERY BAD.

---

**Ticket: # 1113164 - harassment**

**Date:** 7/31/2016 7:04:54 PM

**City/State/Zip:** Niagara Falls, New York 14304

**Company Complaining About:** Time Warner

---

### **Description**

ilhave gotten at least 15 to 20 emails from TOPHATTER.com and i have asked them to stop. I told them i was going to file a complaint with you. they just won't stop and I have requested them to stop but i have to pay \$25.00 for the emails to stop. Please i want them gone!!!!



---

**Ticket: # 1113216 - Comcast Cable Line 2 ft off ground**

**Date:** 7/31/2016 7:56:08 PM

**City/State/Zip:** Elliott City, Maryland 21042

**Company Complaining About:** Comcast

---

### **Description**

A month ago a Class 0 tornado hit our area. My neighbor's tree fell on the power, phone and cable line between our houses. Both the phone and power companies fixed their wires within a couple days. I have called comcast 8 times and still have not been able to get the cable line raised. The last time I called they told me they would be here on the 22nd and gave me a \$20 credit on my bill, but the cable line still has not been repaired.

---

[Ticket: # 1113322 - Denied ISP service to a third party](#)

**Date:** 7/31/2016 10:50:01 PM

**City/State/Zip:** Vail, Arizona 85641

**Company Complaining About:** Centurylink

---

## **Description**

Centurylink has blocked the Vonage ISP. Centurylink customer service stated it was intentional to force us to use their phone service.

---

**Ticket: # 1113368 - Xfinity free public wifi**

**Date:** 8/1/2016 1:17:52 AM

**City/State/Zip:** Hitchcock, Texas 77563

**Company Complaining About:** Comcast

---

## **Description**

the public wifi will not stay turned off and now i see not only is there a public wifi 2.4 signal but also a public wifi 5.0 coming off the router/modem/phone box i rent..the public wifi messes up my phone and my private wifi speeds..this is my 3rd box that i cant turn off public wifi have to call and they say its off but it comes back on.. I do not want public wifi i opted out the first day ..I said no .I think this is a safety issues and would like it turned off i would like to use my phone without it cutting out or static because the public wifi signal interference.. i pay extra to get blast pro and i should not have to share that with all the freeloader using the unprotected open free public wifi in my neighborhood! I have used ya'll over 8 years

---

**Ticket: # 1113466 - Substandard service**

**Date:** 8/1/2016 8:11:48 AM

**City/State/Zip:** Detroit, Michigan 48221

**Company Complaining About:** Comcast

---

### **Description**

Tech installed service 6/18/2016. We have not had consistent service since install. Five techs have been to the house. The wires are running throughout the house And exposed for tripping. The service is unstable and I'm concerned because in an emergency I cannot use my phone.

---

**Ticket: # 1113716 - Fraudulent Message**

**Date:** 8/1/2016 11:03:36 AM

**City/State/Zip:** Milwaukee, Wisconsin 53208

**Company Complaining About:** AT&T

---

**Description**

rec'd an email from Chase.com that my account was compromised. Don't, never had an account w/Chase. (b) (6) > at end of address

---

**Ticket: # 1113718 - Internet Issues**

**Date:** 8/1/2016 11:04:41 AM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

---

**Description**

I am paying for internet I do not have. The internet is up one minute and down the next minute.

I call and spoke with a technician on July 31, 2016. I was on the phone for two hours. What really bother me is I had an issue doing the first 30 days of my contract and call Xfinity (Comcast) and they sent a technician the next day. When I spoke with then on July 31, 2016, I was told I could not get anyone out until August 15, 2016. So, I am paying for service I am not receiving.

Internet up one minute and down the next minute.

---

**Ticket: # 1113825 - Xfinity overriding my comcast**

**Date:** 8/1/2016 11:53:03 AM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast

---

### **Description**

have internet from Comcast (wired to my house, wireless inside my house). I pay \$100 per month but have NEVER received the streaming rates they state I should receive. I am constantly bumped of my house service is by Comcast's own Xfinity wireless service in my neighborhood, which shows up as an advertisement to purchase faster internet speeds. I feel they are hijacking the service I pay for that SHOULD be adequate to convince me I need something more expensive. I have called and complained, but they said they would charge a fee to come to my house to check it out.

---

**Ticket: # 1114286 - Interference Complaint****Date:** 8/1/2016 2:31:11 PM**City/State/Zip:** Logansport, Louisiana 71049**Company Complaining About:** Bluebird

---

**Description**

For the past five years, we have been suffering from a large amount of interference with our internet, cell phone, and emergency communications. We recently had a specialist come out and perform tests to detect this interference and he discovered an amount equal to a very high percentage in our area. In this specialist's words, it is very clear that an unauthorized or inappropriate source of interference is present in our immediate area. We would greatly appreciate the FCC's assistance in this matter as this common interference even goes so far as to block emergency communications.



---

**Ticket: # 1114547 - MediaCom not fixing our problems since May when I first called them. Not showing up for appointments**

**Date:** 8/1/2016 3:46:12 PM

**City/State/Zip:** Moyock, North Carolina 27958

**Company Complaining About:** Mediacom

---

## **Description**

I started this in May we have issues with the computer being slow and not being able to use it at all. I have a list of names of people I have spoken to. Medicom has had 2 service people out here they both said we have too much interference on our line and we have had independent evaluations. We need 50 BPMS or more and we don't. They continue to want payment..... but are not calling me back to schedule any work. I have names and dates of calls I have made and they are always going to "get back" with me. I need some answers.

---

[Ticket: # 1114848 - Cyber stalking cyber bullying](#)

**Date:** 8/1/2016 5:14:51 PM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** AT&T

---

## **Description**

We have people listening to phone conversations. They cut off our phone service to make a no line. They block our phones and Internet by using their cell phones. I complained to attend. They refuse to trace who is horning in on us. They sit in the McDonald's parking lot and do this all day long. It's a police informant gang that does this to us.

---

**Ticket: # 1115012 - Frontier is not providing services but sure charging my credit card**

**Date:** 8/1/2016 6:27:04 PM

**City/State/Zip:** Tampa, Florida 33629

**Company Complaining About:** Frontier Communications

---

## **Description**

I have made a complaint almost everyday to Frontiers. They say they will send a technician, but have had two appointments without success. Finally the Technician arrived on friday and since then I now dont have phone , internet or tv. When call frontiers they make me wait more than 2 hours, and do not seem to have empathy or concern about solving the problems. I want to make sure they dont charge my credit card for the past two months I havent had a proper service.

---

**Ticket: # 1115103 - unreliable internet**

**Date:** 8/1/2016 7:10:08 PM

**City/State/Zip:** Tulsa, Oklahoma 74114

**Company Complaining About:** AT&T

---

### **Description**

my internet connection has been unreliable for years. I continue to call AT&T to resolve my problem. It has not been fixed.

---

**Ticket: # 1115161 - Intermittent connection, open ticket for 2 months no progress.**

**Date:** 8/1/2016 7:41:13 PM

**City/State/Zip:** Pleasanton, Texas 78064

**Company Complaining About:** Rise Broadband

---

## **Description**

Our ISP has an open ticket for our service address (#1676877).. Our connection drops out ( the Access Point reboots randomly and drops our connection. It happens entirely randomly but can be as often as 5 times in 15 minutes and other times only once every 2 hours) after they replaced the "defective hardware" they considered the ticket closed, without asking us if the problem was resolved. We had to call again and reopen the ticket and after that, it seems no progress has been made, every time we call (almost every other day) they give us the same spiel that the tech monitoring the ticket is waiting responses from the field team. the ticket was opened on 7/13/16, but we have actually had this issue for over 2 years. I understand the ticket was opened recently, but this is a longstanding issue we've had that they finally have acknowledged and opened the ticket for us.

---

**Ticket: # 1115295 - Intermittent Internet service/ Service interruptions****Date:** 8/1/2016 8:59:35 PM**City/State/Zip:** Dallas, Texas 75204**Company Complaining About:** AT&T

---

**Description**

I have filed complaint with ATT Uverse over intermittent reception since 2014, 2015, and started again June 06 2016, when service was so intermittent that we had to go to Starbucks to get email. ATT claims that it responded June 6, but no one was home. We have a member of the family who works from home and a housekeeper neither who heard ATT response at the door. I continue to file complaints with ATT and had 6 visits after my last FCC complaint which was dismissed due to a openly gay marriage partner being listed on the complaint #1086754. The point that seems to being missed is the elephant in the room, we've had 6 visits, since I complained every time the service was not useable, ATT Represenatives visiting the house asked us to down grad our service because it wasn't going to get better, yet are fine to have been paid for a package of service for 2.5 years that we clearly could not and did not receive. After the 3rd visit to the property ATT replaced a faulty piece of their equipment, after the forth call to the property it was determined that the equipment replaced was as well faulty and replaced, on the 5th trip to the home a frayed wire was found on the outside of the house, and we where told that the line from the main box 320ft away had a bad line under the street, most likely ATT would not repair, after the 6th call ATT repr once again replaced their equipment stating that we where on a switch with several hundred other ATT users.

We have been defrauded of our service for past two years, missed work so that repairmen could come and go from our house like truants. We where sold false goods and we need to be reimbursed to some fashion. Our Speed test straight from the box are showing bare min performance at this time. I have left 11 messages for Seveene Wingfield from the ATT Presidents office who is obviously an artist at down playing ATT's role in this matter, and ownership.

---

**Ticket: # 1115321 - Frontier Internet**

**Date:** 8/1/2016 9:19:43 PM

**City/State/Zip:** Purgitsville, West Virginia 26852

**Company Complaining About:** Frontier Communications

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## **Description**

Multiple complaints filed with Frontier regarding internet cutting on and off. Paying for up to 6 mg and only 2.5 at the most. My job requires me to work from home at times, however, the internet severs is so slow, I have to use my cell phone as a hot spot. I've called senate Capito's office as well. I have no other options as no other services is offered in my area. The closes is Hardy telecommunication however, they do not come into Hampshire county. This is ridiculous as I pay for wireless and it's no faster or any better than dial up. Regarding issue below: there is two speed and interference. If you have a suggestion of another service, I will switch. It's understandable why our state is losing population, today's world is all about tech and if it's not available or lacking it's not attractive.

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[Ticket: # 1115387 - Verizons treatment and possible Violation against those with Unlimited Data Plans.](#)

**Date:** 8/1/2016 10:09:00 PM

**City/State/Zip:** Antioch, California 94509

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon's Blatant disregard for the word "Unlimited" is appalling, limiting users of the plan they still charge for to only 100GB is insulting. Threatening those that no longer on contract and even those on contract with threats of disconnection should be swiftly dealt with by the FCC.



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**Ticket: # 1127052 - Spam from an unknown email texting repeatedl to my phonee**

**Date:** 8/8/2016 4:01:39 PM

**City/State/Zip:** Charlotte, North Carolina 28221

**Company Complaining About:** Cricketwireless

---

## **Description**

(b) (6) [REDACTED] whoever owns this email, they keep sending me rapid blank text messages in my opinion just for the hell of it. The text are blank and i dont know who is doing it and i want it to stop.

---

**Ticket: # 1140508 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 8/16/2016 5:15:54 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you please address members of media, which are arguing to me about Tide Detergent.

Could you check whether (b) (6) and (b) (6), washes their laundry with Tide products.

Could you close the 2010 surveillance.

---

**Ticket: # 1115608 - Facebook again**

**Date:** 8/2/2016 8:09:51 AM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Sprint

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**Description**

Issued a complaint to Facebook and report an issue Facebook declined my grievances

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**Ticket: # 1116555 - DSL**

**Date:** 8/2/2016 2:13:38 PM

**City/State/Zip:** Georgetown, Pennsylvania 15043

**Company Complaining About:** Verizon

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### **Description**

My DSL has not work properly for 3 weeks now. I had appointment set for a verizon tech to show up on Saturday July 23, Sunday July 24. No one showed up either days. I called Sunday July 24 and a Supervisor was to call me Monday July 25. No call. So I called back Sunday July 31. Set up another appointment for August 2 from 8-12. Again no one showed up and no one called

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**Ticket: # 1116275 - WiFi deauthorization attack**

**Date:** 8/2/2016 1:00:21 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** University Of Minnesota

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**Description**

Hello,

I am a network engineer for the University of Minnesota. The UofM rents some office space in a nearby business park. Last month UofM tenants in the business park began complaining of poor wifi coverage in their offices. We went on-site to investigate, did a wireless signal analysis and discovered that one of the other tenants in the business park was running an 802.11 deauthorization attack against UofM researchers. We have a capture of 802.11 frames off the air which clearly show the attack. Unfortunately there is no technical defense against this attack. Please advise what legal means we have to stop this attack ASAP.

The business park is called :

Kasota Business Center

(b) (6)

Minneapolis, Minnesota 55414

Their website: <http://csmcorp.net/properties/kasota-i/>

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**Ticket: # 1117109 - Comcast Customer Service**

**Date:** 8/2/2016 4:36:46 PM

**City/State/Zip:** Ellijay, Georgia 30536

**Company Complaining About:** Comcast

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### **Description**

Comcast deleted my emails without notice once I moved and had to cancel my contract with them. During a period of over 4 months I spoke to several different people who lied to me and ultimately deleted all my email history because they didn't know what they were doing.

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[Ticket: # 1117825 - Internet still not working](#)

**Date:** 8/2/2016 10:56:37 PM

**City/State/Zip:** Naples, Florida 34117

**Company Complaining About:** Centurylink

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## **Description**

This is my third attempt to file a complaint with the FCC. Century Link will not fix my internet. my internet goes out all day long. They gave me a new modem this did not fix it. I am an online college student-internet is imperative for me. I am paying almost \$70.00 a month and since May 2016 my internet has not worked 100%. Century link customer service on the phone and in store will not resolve my issue. I want my money refunded to me and my internet connection restored to 100 percent each and every day.

---

**Ticket: # 1117640 - Interrupted Internet service****Date:** 8/2/2016 8:14:05 PM**City/State/Zip:** Aromas, California 95004**Company Complaining About:** AT&T

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**Description**

Ever since we switched to U Verse, our internet has had frequent outages. Over the past 2 months, it has gone from bad to very bad. Outages occur so often that we are unable to stream movies without many interruptions. We are often unable to email. It goes off and on constantly. Technicians have come to our house 6 times over the past 45 days. We believe that the lines serving homes in our area need replacement. We believe that AT&T knows that, but we keep having to call and sit at home to wait for them. Several nearby neighbors have had the same constant interruptions, but other residents, further up our road, have no problem at all. One of our neighbors gave us this website, because that is how they finally got resolution and now they have reliable service because AT&T finally fixed their access line.



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**Ticket: # 1120351 - Internet outage**

**Date:** 8/4/2016 9:00:57 AM

**City/State/Zip:** Pine Grove, West Virginia 26419

**Company Complaining About:** Frontier Communications

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**Description**

Internet in Pine Grove, WV is always cutting in and out. At least once a day my internet goes out.

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[Ticket: # 1117962 - Postal Mail Ticket #11280](#)

**Date:** 8/3/2016 7:06:05 AM

**City/State/Zip:** Sedona, Arizona 86336

**Company Complaining About:** Centurylink

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1118127 - internet problem**

**Date:** 8/3/2016 10:19:24 AM

**City/State/Zip:** Stockton, Kansas 67669

**Company Complaining About:** Nex-tech

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## **Description**

While on the internet on Facebook, I opened up a story on F.B. right away a blue screen appeared on my desktop monitor. It instructed me to call for a technician, which I did. After talking to the foreign speaking male, I just got suspicious, as he asked me what kind of computer did I have, how old was it and if I had Windows 10. I did not want to give him any further info. and called Best Buy (Geek squad) which in turn they explained to me that this was a scam.

---

**Ticket: # 1119012 - Continuous service interruptions****Date:** 8/3/2016 2:52:45 PM**City/State/Zip:** North Potomac, Maryland 20878**Company Complaining About:** Comcast

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**Description**

We have had Comcast xfinity for 2 months already and we still have a wire that is above ground. In addition to an open wire that is dangerous to our family and guests because people can easily trip on it our service has been continuously spotty and interrupted. There are hours each day when we do not have phone or internet access. Therefore if there is ever an emergency we are not able to call 911 from our landline. Comcast continually pushes back our appointment to bury the line that has been above ground. Their customer service keeps on guaranteeing the technicians will come but they do not. This type of service is unacceptable and there does not seem to be any alternatives because the whole telecommunications industry is a monopoly.

---

**Ticket: # 1119334 - Broadband service and repair issues****Date:** 8/3/2016 4:24:04 PM**City/State/Zip:** Longview, Washington 98632**Company Complaining About:** Centurylink

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**Description**

We are customers of Centurylink, and have frequent lapses of service, frequent need to reboot and, unfortunately frequently need to call for assistance. Each of these calls take about 45 minutes of our time, and since our service is kind of intermittent, when we get done the problem may return as soon as hours later, though they feel they have addressed the problem. We communicate the ongoing nature of our problems, but the other end of the line obviously has no power, or usually even any knowledge of what may be the problem. We have no other way to contact the company to find out what may be causing our issues, to talk to a person face to face, and we have no other choice for broadband where we live in western Cowlitz county.

We started with our own router, which they would always say was the cause of our problem, and advise us to call the manufacturer, who would advise us that no the problem was not with the router, and we would go back to century link and they would have to re sync our connection or something else, I am not a networking expert so I can't say exactly what the problems have been. So we got one of their routers so we wouldn't get the run around. This I feel may be by design. We also couldn't get them to talk to us or test our line without writing a repair order, which we would be billed nearly 100 dollars for if they found anything wrong on our side, so we were forced to pay for their repair subscription. Now that we're all set, we still spend all this time on the phone, and the problems recur at least weekly lately, and frankly I don't want to even call knowing that I will waste 45 minutes only to have this happen again next week.

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**Ticket: # 1119727 - COMCAST XFINITY INTERNET NORTON ANTIVIRUS**

**Date:** 8/3/2016 6:31:08 PM

**City/State/Zip:** Novato, California 94947

**Company Complaining About:** Comcast

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## **Description**

Comcast (Xfinity) has hassled, harassed and argued with me to increase the services I have to get with them. IT has been over six months and everything is an argument. I have to get their modem for the internet (they will not allow me to use the one I bought from them a few years ago). Now, they are still charging me for "Service Protection Plan" even though I have complained about it for six months and another charge for service connection. They must correct and credit my account.

BUT, THE MAJOR PROBLEM WITH COMCAST IS THAT I HAVE TO TAKE THE INTERNET WITH THEM AND THEY FORCE YOU TO TAKE NORTON ANTI-VIRUS. NORTON DESTROYED MY COMPUTER.

THE CURRENT MAJOR PROBLEM WITH THE INTERNET is that I HAVE TO take NORTON anti-viral software. When I got a script running all the time on internet I called Norton. I always use their software program as directed and have had a computer since 1990. On first try, NORTON, DID NOT FIX the problem though they were remotely connected to my computer. As the problem continued, I emailed, then phoned Norton. No response. I contacted them about this ongoing problem thru Comcast Internet, (after spending a half an hour going thru Comcast). When connected this way Raj, tech service in India, Norton case #27799319, July 9, 2016, at about 11 43AM, who could barely speak/pronounce English, remotely controlled my computer. I became somewhat concerned when I saw him deleting so many items and I was overwhelmed when I saw him open the trash bin and permanently delete everything. !! When I tried contacting Norton again for the supervisor for Raj, they said one would call me back in 24 hours. It is now 24 days and I still wait. The last time I called Norton, the supervisor said I had to now take my computer to a computer repair store (because they had destroyed it) My computer then could not connect at all to the internet!! And, all sorts of software was missing. Instead of paying to fix what Norton destroyed, I reinstalled all my old software from the original info on drive D. And, install all sorts of updates. It took me hours. Now, I still have the same script running problem. Norton must have infected the D drive of my computer while they were deleting everything else. OUTRAGEOUS.!!

NEW COMPUTER will cost \$750. Plus, my time, \$100,000.00 OUTRAGEOUS.

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[Ticket: # 1119755 - Century Link frequently dropping service](#)

**Date:** 8/3/2016 6:39:55 PM

**City/State/Zip:** Milford Center, Ohio 43045

**Company Complaining About:** Centurylink

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## **Description**

My ISP has been dropping my service every few hours each day, sometimes only for a few minutes, other times the outage lasts more than 15 minutes. I have tried to get a hold of their customer service department to inquire why this is happening but they are not communicating with me and I have been put on hold every time I have tried to contact them, and after being on hold for an hour and a half I just give up. Have tried multiple methods of contacting them, via phone and online, but no operator is available to help handle this problem.

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**Ticket: # 1119915 - malicious conduct**

**Date:** 8/3/2016 8:25:00 PM

**City/State/Zip:** Miami Shores, Florida 33138

**Company Complaining About:** Comcast

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## **Description**

I was on a chat with a Comcast representative named Babita at 8 pm today. The issue was resolved and then the agent said I would have a customer service question and suggested he/she would be tracking/looking for my "excellent" response. I indicated in the chat that I considered that comment manipulative and my internet connection at the router was then shut off for 10 minutes. I believe this be a punitive and malicious action taken by the representative.



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**Ticket: # 1132559 - Blocking port 80 incoming connections.**

**Date:** 8/11/2016 12:52:43 AM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Cox

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## **Description**

I'm a student attempting to complete a project assigned to me by my university professor. The assignment includes the activation of a lets encrypt ssl certificate on a web server in a virtual machine on my computer. My internet service provider is blocking incoming connections on port 80, which is particularly important because the certificate authority lets encrypt uses port 80 to communicate with the web server that is requesting a certificate be installed. Not only did Cox's support department inform me that it was a company policy that they block this, but it also states it clearly on their web site here: <http://www.cox.com/residential/support/internet/article.cox?articleId=cacf82f0-6407-11df-ccef-000000000000> While I can understand blocking ports that do nothing but help viruses or worms communicate with their command and control servers, port 80 is an integral part of the internet. In order for students to learn how web servers work, they need to be able to use them.

Further more, they only block these ports for their residential customers. If I were able to afford a business class line, I would not have this restriction. I believe that this makes the block a "business practice" and not for "technical network management". To take this point home even further, their post on the cox website detailing why they block this port is " . . . we can stop many destructive worms that spread through security holes in web server software." but as we all know, there are many servers online which have security holes in their web server software and users will visit them whether or not they are on cox's service. Blocking incoming traffic does not stop their customers from being infected at all, it only prevents them from running a server that might infect other users. If they are truly attempting to protect their users, they would need to block outgoing traffic on port 80 so that they could prevent their customers from accessing these potentially infected web servers, but we all know that would stop users from connecting to any page that was not encrypted with an ssl certificate.

Thank you for reading my complaint. If any network metrics are required, I would be glad to provide you with them.

---

**Ticket: # 1129430 - Unstable Comcast Internet and NO HELP from Comcast**

**Date:** 8/9/2016 4:52:05 PM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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## **Description**

This complaint is regarding an issue with Comcast and the services they claim to provide. Please note that I have been attempting to deal with Comcast since 05/27. It is now 08/09, and the same issues habitually occur with no resolution from Comcast.

I am paying for internet services which is horribly unstable. I may get about 10-15 minutes of stable internet and then it goes out for days on end. It states it's still connected, but there is no actual internet available. I have attempted this on 5 of my own devices, as well as forcing the Comcast technicians to check the connection on their own devices before leaving my house.

I am still being billed monthly for services that DO NOT work! I have had 3 technician visits, 3 gateways (when they originally kept saying it was the equipment), and 3 different maintenance visits where they claim to have checked the "plants" to find out if the issue was in the lines. Every time I call back to inform them the issue has NOT been resolved, I get a massive run around, including a scheduled appointment to which no one showed up AND no contact from Comcast regarding the missed appointment.

In addition, I have a LIST of 12 separate tickets for this issue, from "CR" and "ESL" escalation tickets to which no avail. It's been a constant game of phone tag with the corporate offices, with no assistance on their end. Then I find out they are closing out the ticket numbers when clearly the issue has NOT been resolved, nor to they attempt to reach out to me to find out if the situation has been resolved. The last agent I spoke today also informed me that it shows that they attempted to reach out to me via email. They have not. No phone calls. No emails. NOTHING.

PLEASE HELP!!! This is so unfair! I find it unbelievable that a company is allowed to run with absolutely zero respect for the customers. I'm still on time with my payments, for a service I am not receiving, and it does not seem like anyone from their ground level, to their "upper level" support, actually does anything to resolve this.

PLEASE HELP put an end to this!

Ticket Number List:

Work Order for Visit that was Cancelled with No Notice: 10010596795120310001

05/27 - CR59384948

05/28 - CR593944131

05/29 - CR593849486

05/29 - CR594266171

05/31 - CR594726786

06/23 - CR602705293

06/27 - CR603782765

07/22 - CR612231908

07/? - ESL02556076

08/09 ESL02631434

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**Ticket: # 1120729 - Comcast Xfinity WIFI**

**Date:** 8/4/2016 11:58:39 AM

**City/State/Zip:** Peoria, Illinois 61606

**Company Complaining About:** Comcast

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## **Description**

Comcast has deployed xfinity WIFI across the city of Peoria, IL. This network interferes with my ability to connect to other wifi services. It also reduces bandwidth in the 2.4 ghz spectrum. In addition, it also interferes with licensed amateur radio equipment in the 2.4 ghz band. My station call sign is WY9J. Comcast does not own this spectrum and is reducing bandwidth for consumers and businesses.

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**Ticket: # 1121000 - Telephone harassment**

**Date:** 8/4/2016 1:18:07 PM

**City/State/Zip:** El Paso, Texas 79903-1530

**Company Complaining About:** AT&T

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## **Description**

A company that calls itself U.S. Pharmacy calls me 5 to 15 times a day, 7 days a week, 365 days a year for years. While there main phone number is (b) (6) the also use fake names, fake calling numbers, and "name not found" in an attempt to get you to answer. You can't insult these people nor can you ever get off their calling list. Do I have to give up my AT&T land line that I have had for 40 years to end this harassment? AT&T said they could do nothing but recommended I file a complaint with the FCC; can you do anything?

---

**Ticket: # 1121259 - No Comcast Service for Almost a Month and TERRIBLE Service!!!!**

**Date:** 8/4/2016 2:31:58 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** Comcast

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## **Description**

I recently moved on 6/30 and requested to transfer my service with Comcast. I had an appointment for 7/1 and no one ever showed up. When I called to check on the status of the tech I was told there was no record of my appointment! I then had to wait to schedule a new appointment which wasn't until a week and a half later. When someone finally came out I was told I needed a complete rewire (not the techs fault) but resulted in another week and a half of no service. When someone came back out he did not have the right coax cable and only had bright orange cable used for running wires underground. How does a tech not have the appropriate equip to do the job? He told me he needed to leave and come back after another appt resulting in me having to wait around all day! I was without service from 7/1-7/21 and after that I still did not have cable tv only internet and phone up until recent. I have called numerous times and was told a regional manager would call me back and no one has and it has been weeks. I am also unable to view my itemized bill to see what I am even being charged for at this point and received an email stating any credits due would not post until my next bill which is unacceptable. I called back again today and after over an hour I was hung up on!!!! I shouldn't have to call 50 times to only be connected with people who cannot even help me and then transfer me ten times to only hang up on me. It is not acceptable to have no phone, internet or tv service for almost a month and no one at Comcast can even help me! PS- There is also someone else's Social Security number on my account and I was told it was likely from the last person who lived at this address. When I log into my account there have been several occasions where it's showed someone else's name. This is also a huge security and privacy issue.

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**Ticket: # 1121494 - Complaint RE: Yahoo Computer Service****Date:** 8/4/2016 3:45:09 PM**City/State/Zip:** Dupont, Washington 98327**Company Complaining About:** Comcast

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**Description**

I've subscribed to Yahoo E-Mail since the mid 1990 and now have a security concern regarding their lack of assistance / solution to my account being hacked and controlled by an 'outside element' that has blocked me from use of my account for several months now. First my password was changed and over time so was my e-mail address. Continued bogus phone contact notices offering assistance / correction via my phone - not from Yahoo - are randomly received by me that 'NOTIFY' me about the apparent 'hacking' and offer their services to correct the problem. In addition to not having a 'safe account' I have lost access to a large list of e-mail addresses and numerous communications that are saved on the Yahoo account. I have been in contact with related elements of computer service (Comcast, HP, Norton, local computer services, Microsoft, Hew-lit Packard, Toshiba, etc). Since the hacking problem is centered on my Yahoo services these agencies contacted have informed me the resolution to the captured account is dependent on Yahoo cooperation and their service. In the past if I ever needed help with my Yahoo account they provided a phone number for assistance as well as the address for the Yahoo community' - for added discussion etc. Unilaterally they later suspended the phone assistance and relied on a their web site for members to use. I have tried to use that service channel for months now. The directions are not clear or easily understood / effective for many users- as indicated on their web page comments. The instructions were revised or expanded - several times. Originally a person needing to access their account had to have cell phone number through which Yahoo could send them a 'text message' temp. password. A lot of people do not have 'text message' capability - I would assume that would impact many older people.....and this writer. Another option was to have a second web account that could serve as the source of receiving a Yahoo message. I must admit I have only recently found out that two / more e-mail addresses are encouraged -REQUIRED - by Yahoo - I use only one phone for communications. Now that my e-mail address has now been also been changed and I can no longer get in my account. I would offer that no other repair agency or e-mail service would hack into Yahoo to help with a resolve. Correcting my problem is a responsibility of Yahoo. I understand Yahoo has a term after which they delete an internet account that has not been used over \_\_\_?\_\_\_ time.

It is widely known that Yahoo and Verison are considering a big \$ buy out. Before that happens (or Yahoo removes my account) I would like to have access to my compromised account or have copies of my communications and e-mail address book (a Certified US mail request I made in my letter to Yahoo - attached).

---

**Ticket: # 1121519 - someone attempted to hack into my wifi network and take control over it with a jammer setup or**

**Date:** 8/4/2016 3:51:38 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** New Kensington

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## **Description**

someone attempted to hack into my wifi network and take control over it with a jammer setup or similar hack modified antenna or etc.

pings went high or even disconnected my computer from a network for some time and spam email went into my box after

maybe it is a firefighter or cop playing with my family and try to take over control and execute. I indicate few Marine antennas setup around few C-Rate standard on 7th street at New Kensington PA, one or few HUM radio at fire stations. I have never gave my permission to go on my property with.

please provide a legal and execute these frauds at the service. sometimes they are turning a loud alarm on at the fire station before night time. and then some of them hacking networks around or something. all sittelites antennas are not meet standard at this area especially, there are no private properties at the Parnassus Area. I do not understand who sign them for an exposure that freaking me out every-time someone is watching TV I should Feel it with my mind.



---

**Ticket: # 1122313 - Hacked on wifi, personal cell data**

**Date:** 8/4/2016 9:36:50 PM

**City/State/Zip:** West Covina, California 91790

**Company Complaining About:** Charter

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### **Description**

Can't use the wifi for the house I rent a room makes my tablet go slow way slow, if I use my cell data, they manipulate it as well, making me type wrong, or sometimes the settings of wifi or Bluetooth, turns on by itself. Moving out of here but I don't want these people doing it to me or somebody else again.

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**Ticket: # 1122368 - Application of Oovoo**

**Date:** 8/4/2016 10:21:37 PM

**City/State/Zip:** Orlando, Florida 32824

**Company Complaining About:** Oovoo

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## **Description**

Good evening I want to made a complaint against Google because they have an application who was novice for teenagers. This application is Oovoo and is totally dangerous for everyone specially children and teenagers. My daughter is receiving bullying from some young adults I made a complaint directly to Oovoo but they don't do nothing. Also I called T-Mobile to block anything but they told me is Google and I'm so nervous so please block this application.

---

**Ticket: # 1122407 - Frontier Communications, Accessibility bias**

**Date:** 8/4/2016 11:15:07 PM

**City/State/Zip:** Coos Bay, Oregon 97420

**Company Complaining About:** Frontier Communications

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## **Description**

My internet 'pathway' was given to a new neighbor on my street. My connection is badly crippled and company refuses to restore to original pathway. Put in a new pathway today which has resulted in even slower internet access. I cannot imagine why I have been bumped from my initial position where my internet service was performing as promise. I have tried contacting the company regarding this apparent accessibility issue but have been given only a string of excuses about why I cannot be helped.

---

[Ticket: # 1122612 - Comcast has got to be split up](#)

**Date:** 8/5/2016 9:25:42 AM

**City/State/Zip:** Hollywood, Maryland 20636

**Company Complaining About:** Comcast

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### **Description**

Comcast has too much power as they create monopolies in areas where lobbying removes any chance of any future competition.

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**Ticket: # 1123073 - Internet Online Streaming TV Service Interrupted by my ISP**

**Date:** 8/5/2016 12:53:59 PM

**City/State/Zip:** Orlando, Florida 32820

**Company Complaining About:** Bright House

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## **Description**

I use the Sony Playstation Vue online streaming tv service and they entire day yesterday the service was being blocked by Bright House ISP. There were many other users who also had Bright House as an ISP that also could not watch the Sony Playstation Vue onlive streaming tv service. Based on users posting in the Playstation Vue user forum, we quickly determined that the issue was only with Bright House ISP in the Florida region.

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**Ticket: # 1124393 - cyberstalking**

**Date:** 8/6/2016 8:09:43 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** Comcast

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## **Description**

I'm blocked out of everything that I do on the internet. Comcast has proof. They saw somebody using a scrambler to block me and reroute my internet somewhere else. Comcast promised to help me with their own lawyers. they never did. I was told by them on the phone as I talked to Comcast that I was being blocked. I have papers to show you. I also filled out a release form for Comcast to look inside my account. They gave me a false fax number to send it too.

---

**Ticket: # 1123510 - Brighthouse networks monopoly on cable service; constant outages hurting our business**

**Date:** 8/5/2016 3:22:46 PM

**City/State/Zip:** Orlando, Florida 32818

**Company Complaining About:** Bright House

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## **Description**

Brighthouse should not be allowed to have a monopoly on cable service in Orlando. They charge us through the nose but we have constant outages which are causing loss of business and other issues. Please do something about this issue. Thanks.

---

**Ticket: # 1124249 - Network Server Interruptions through Mobile Service**

**Date:** 8/5/2016 10:22:14 PM

**City/State/Zip:** Wailuku, Hawaii 96793

**Company Complaining About:** Verizon

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**Description**

While trying to upload to a website or an application through the internet while using a wireless mobile there are breaks and glitching occurring that slows the process of the upload. To my understanding its a hacking mechanism that people to use access the mobile phones information that leads to some type of bug that completely potentially wipes out or changes out the serial number of the product. It has been continuously occurring to me for the past years. If im not mistaken it is either a microchip or bug as they call it to interfere or cause some type of malfunction on the mobile product.



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[Ticket: # 1124391 - cyberstalking](#)

**Date:** 8/6/2016 8:06:45 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** Comcast

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## **Description**

I'm blocked out of everything that I do on the internet. Comcast has proof. They saw somebody using a scrambler to block me and reroute my internet somewhere else. Comcast promised to help me with their own lawyers. they never did. I was told by them on the phone as I talked to Comcast that I was being blocked. I have papers to show you. I also filled out a release form for Comcast to look inside my account. They gave me a false fax number to send it too.

---

**Ticket: # 1124346 - Comcast bundle issue**

**Date:** 8/6/2016 2:38:46 AM

**City/State/Zip:** Martinez, Georgia 30907

**Company Complaining About:** Comcast

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### **Description**

this is not the 1st, 2nd, 3rd not even 4th time that Comcast has screwed me over, with so many 3rd & 4th party entities always contacting and trying to process things on the account it has caused false arrangements to be made and thus leading to NSF fees, and added charges that should not be! I have been patient enough and have been lied to over and over, most recently being asked to provide a credit card for future payments and they would restore me, needless to say this has still not been resolved. However one agent began to process credit to the account but was not able to fulfill all credit that is due to me.

---

[Ticket: # 1124732 - Facebook add will not allow me to remove it when I sometimes see not now](#)

**Date:** 8/6/2016 2:22:04 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** AT&T

---

## **Description**

The not now when pressed does not work also I do not get to see the NOT NOW small blue letters sometimes therefore it is difficult to read the page.

---

**Ticket: # 1124629 - no internet again**

**Date:** 8/6/2016 12:36:27 PM

**City/State/Zip:** Rising Sun, Indiana 47040

**Company Complaining About:** Centurylink

---

## **Description**

Once again we cannot connect to the internet for the last 24 hours. We deserve credits for all the many, many hours spent trying to rectify a non working and slowwww internet. There are interruptions constantly both on wired and wireless connections. The internet does not stay connected for more than a few minutes. Its clear throttling and it needs to stop. Last time I called when it went down I was told they downgraded me as my "plan" didnt allow for the speed I was on....wow. Its the worst it has ever been and its clear they want me to pay more money and its already way too expensive. Its clear CenturyLink doesnt care that people are complaining as I have complained repeatedly and it works for a while then doesnt.

---

**Ticket: # 1124768 - Time Warner Cable Services and Business Practices****Date:** 8/6/2016 2:56:08 PM**City/State/Zip:** Louisville, Kentucky 40207**Company Complaining About:** Time Warner

---

**Description**

We acquired Time Warner Cables services (Cable, Internet,Phone) in March 2016. It's now August 2016 and we have had 6 Technicians visit our home to improve our cable/Internet issues over the past 6 months and to our discern we continue to have the same issues. TWC assured us 3 different times on scheduled appointments that a supervisor would visit our home with a technician, and this promise has become null and void, even after contacting TWC to make sure the following days appointment did in fact confirm that a supervisor is coming. This is a reoccurring circle of headaches and being lied to. We have even requested a supervisor to call is back and after 6 months we spoke with one that in a nutshell stayed that the notes on the account did in fact say a supervisor would come. It that the work order was Everette's incorrectly but that the supervisor would coach/counsel the employee responsive for this. I explained that the last 3 times a supervisor was requested was though 3 different employees in 3 different states in 3 different departments and that it sounds more like this is company policy and run-around tactics more than a learning issue.

---

**Ticket: # 1125027 - internet**

**Date:** 8/6/2016 7:21:57 PM

**City/State/Zip:** Priest River, Idaho 83856

**Company Complaining About:** Frontier Communications

---

**Description**

connections ever sence your tech came out nothing has work like it did before he came.

---

**Ticket: # 1125055 - Ham Radio Interference****Date:** 8/6/2016 7:58:02 PM**City/State/Zip:** Seattle, Washington 98136**Company Complaining About:** Centurylink

---

**Description**

Our neighbor for the last week for most of the day has been running some type of morse code on his HAM radio that knocks out our internet whenever it is active. We have tried to talk to him about it, but all complaints fall on deaf ears and he has persisted to do this for the last several months. Most of the time when he runs his HAM, you can hear him talk or do pulses through speakers, but it doesn't actually cut the internet completely. But every once in a while it's like he'll just crank up the power on it to massive levels that interferes with the internet. Today in particular, he's been doing it for 9 hours straight and I fear it it causes actual damage to our electronic equipment for the amount of times it cuts in and out.

The very least, could you please notify him that neighbors are complaining about it? He ignores us when we try to talk to him and we'd just like him to tone it down some so we can actually use the electronics we pay for instead of him blocking our access to them by causing massive interference with his hobby.

His info is:

(b) (6)

SEATTLE, WA 98136

Callsign W7OM

---

**Ticket: # 1125237 - Microsoft parsing registry using Bridged Plugin provisioning all devices via BTH**

**Date:** 8/7/2016 5:27:10 AM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** Microsoft

---

## **Description**

Have had someone at Microsoft System Admin. remote accessing my home network. For 2 years (until recently) believed that hackers were responsible for ruining (documented) 30 devices that include laptops, tablets, etc.--and now have 4 cases with documentation that shows Microsoft as the source. I can provide copies. The ability to downgrade my Internet Security Symantec is also documented as this and many other show the path and steps, again using some object oriented namespace profile that was created to automate system downgrades-across all platforms. I have had to drop online classes during these attacks; as well as ebay business loss. I have had a case that Bright House resolved following your assistance in the past year after they had forced me to continue with a static IP, route table, and similar issues. If you believe this case is not in your jurisdiction--please advise where I can get support. Thank you and your work is appreciated.



---

**Ticket: # 1125311 - Complaint****Date:** 8/7/2016 10:19:13 AM**City/State/Zip:** Blakeslee, Pennsylvania 18610**Company Complaining About:** Frontier Communications

---

**Description**

Constant disconnects, constant packet loses, if I call customer service I get hung up on, I speak to supposed supervisors and get hung up on, I have repeatedly called them to fix this since this issue has been going on since June 22nd. In this time 9 tech were scheduled to come out- 6 were the same guy which threw his hands up and said he had no idea what was wrong and he could not fix it, this guy Paul went back and closed the ticket. The next guy named Kevin to come on a Friday-no call no show, that Saturday a guy named Jason was to come- no call no show. The following Wednesday I finally got a guy by the name of Kevin to come out and he could not fix it either. My box has been replaced 3x, my wiring in the home got replaced and so did the outside wiring 3x. nothing was working. I finally talked to a state rep secretary and they helped make a phone call which in that day Kevin and his boss found the problem to be something technical with their system and has nothing to with me or my home. The internet worked for a week and then started to act up. I have tried to contact them the last two weeks with no resolution. They have ever excuse in the book as to why the tech did not show or call on Aug 2nd when the schedule tech was supposed to come. The only thing they said was they had no contact phone number for me, that is a lie because I have a Frontier working landline phone. I cannot afford to go to another company and Frontier is refusing to answer my calls and complaints at this point. Yet they have no problems sending my \$99.00 bill though every month and my service has more down time than up time. I need help. I have oxygen equipment here that uses internet to run stats on their equipment and if my internet doesn't work they can't get their readings. Another words this is medically needed internet. Thanks

---

**Ticket: # 1125419 - Internet**

**Date:** 8/7/2016 12:58:44 PM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Verizon

---

## **Description**

Verizon is constantly slowing and disconnecting my internet. I never know if I can process credit cards and my security system is constantly compromised and left inoperable. I pay my bill yet I am not getting service that I am paying for and it is affecting my business. I have been complaining about this for 6 months now

---

**Ticket: # 1125666 - Unsolicited emails to phone**

**Date:** 8/7/2016 7:19:18 PM

**City/State/Zip:** Rocklin, California 95765

**Company Complaining About:** Awireless

---

## **Description**

Myself and my family have been receiving email advertisements (this is the 3rd such in 1 week) from a business sent directly to my phone. The business is Awireless. The advertisement states an address in Rocklin, CA. I have attached a screenshot of the message.

---

**Ticket: # 1125889 - Fix Me Stick**

**Date:** 8/8/2016 8:24:24 AM

**City/State/Zip:** Mcdonough, Georgia 30253

**Company Complaining About:** Charter

---

## **Description**

I bought the Fix Me Stick in July (2016). The USB-driven virus removal device performed as if it was malware itself. The product hindered Windows (Windows 10) from booting on my Dell desktop computer for several hours at a time; after the scan and the product was unplugged per instructions. I'm not sure if it was the hardware, software or data transfer via internet caused this problem to happen twice in less than 30 days.

I send this complaint to the FCC because of the FCC logo on the back of the FIX Me Stick packaging. I currently have no issues with my ISP.

---

**Ticket: # 1125973 - Terrible service of phone and internet service due to old lines**

**Date:** 8/8/2016 10:01:42 AM

**City/State/Zip:** Cambridge (rockdale-actual Location), Wisconsin 53523

**Company Complaining About:** Frontier Communications

---

## **Description**

We do not have much of a selection in Rockdale, WI for phone and internet service and the service we have with Frontier is awful!! The phones are nothing but static most of the time and the internet service is so awful because it comes through the outdated phone lines. We actually have a facebook page, Rockdadians VS Frontier where everyone in Rockdale is complaining and have talked to frontier, but nothing is being done. Is there someone that we can talk to is there other service that you can help us find?

---

**Ticket: # 1126043 - repeated unsolicited spam from forbes.com**

**Date:** 8/8/2016 10:40:26 AM

**City/State/Zip:** San Diego, California 92116

**Company Complaining About:** Spam Complaint

---

## Description

Repeated spam from forbes.com. The emails do not stop with the subscribe function

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**Ticket: # 1126137 - cyber stalking**

**Date:** 8/8/2016 11:25:22 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** Csi Technoligies

---

## **Description**

this hacker might be behind everything. our passwords pin numbers and security auestions are no longer working. this hacker used to be my neighbor. he used jammers on me for 5 years. his name is Larry n cravens. He works for sci technologies. He is an IT expert. I was on my cell phone explaining this to att. there was a woman in a red Chevy blazer using a device making loud static noises. I think it was a wifi jammers. every time I would say something about Larry caverns and where he works she would start in with her device.



---

[Ticket: # 1126091 - My wifi is seriously compromised](#)

**Date:** 8/8/2016 11:08:38 AM

**City/State/Zip:** San Francisco, California 94108

**Company Complaining About:** Comcast

---

### **Description**

Since I moved to downtown San Francisco,"financial district" my wireless communication and antenna tv have been seriously compromised.

---

[Ticket: # 1126274 - unlawful infiltrate of my mail box.](#)

**Date:** 8/8/2016 12:13:51 PM

**City/State/Zip:** Bayshore, New York 11706

**Company Complaining About:** Yahoo

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### **Description**

I no longer can access this E-mail site due to an unauthorized infiltrate of my mail box. You must communicate via postal service. The search engine is Yahoo Communications. Please note

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**Ticket: # 1126559 - Illegal use of microchip implantation in cranium, and electronic terrorism**

**Date:** 8/8/2016 1:47:13 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Unkown

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**Description**

I discovered years back that some one had illegally implanted a microchip in a saline sack at the anterior, of my head, near my brain stem. This chip allows people to hurt me through electronics, people I don't know. Every minute, of every day I'm under attack, constantly, I have experienced electrical jolts, that leave burns marks on my skin. This is electronic terrorism that I have been experiencing for the past 20+ years. If I enter a store that has a security system to prevent thefts, as I enter the store the security system goes off, as if someone was concealing merchandise illegally. I do not steal. I have never been arrested for stealing. Someone invaded my body and placed this microchip, as a mean to track me, and my comings and goings. This is illegal. I never gave anyone permission to do this to me. Has it come to technology over taking good common sense. Someone took this technology and decided to use it for a evil purpose. Who ever did this to me is guilty of violating human right laws, stalking, and invasion of privacy, among other things. This thing controls body processes, mind control, and GPS. I am only a single parent, and I have never, threatened anyone, for someone to do this unforgivable thing to me and my body. I believe that this thing has been used to control my reproductive system, I have experienced seizures, and chiller being stolen from me, and having no memory of the birth. Only after, are their little bits and clues. Someone did this to me, and I'm angry, that some one did this to me. I'm Catholic, and I don't believe in interfering with gods work when it comes to reproduction. I believe someone was trying to control mines illegally throught this chip. Please help. Yes, I know how this sounds, it sounds crazy. But with this new technology, people have the choice to use it for good and bad. I think someone picks me because I had a lot of children, and I was healthy, but now due to this chip and its effects, my health status has changed. This thing acts like a hot spot, and I can feel my insides being cooked. Every walk down the street, and feel like your on fire, or receive a burn on your body, but you haven't been near anything to burn you, I have. These people are using technology with their cell phones to inflict pain and suffering on unsuspecting people to cause them harm, it's no joke, someone has to stop whom ever is doing this, and put legislation in place so that this technology will be sticky regulated, and no humans rights violations , will happen to anyone. People are using their cell phones, by down loading a program, and using it my simply pointing their cell phone in the direction of a person whom is embedded with a microchip, and send shocks, that cause burns, that can damage your internal organs, or any organ in your body. This has to stop. Please contact me, and help. No I am not crazy. But it sounds crazy doesn't it, and it sounds true to, because it is. Help!

---

[Ticket: # 1126677 - right of way encroaching with ATT cable](#)

**Date:** 8/8/2016 2:30:07 PM

**City/State/Zip:** Searcy, Arkansas 72143

**Company Complaining About:** AT&T

---

## **Description**

Contractor working for ATT buried fiber optic cable and wire cable on my property without my knowledge. Have contacted everyone I can locally. This has been a problem we were aware since April 2016. This preventing me from building a fence for livestock along state highway.

---

[Ticket: # 1126679 - right of way encroaching with ATT cable](#)

**Date:** 8/8/2016 2:30:26 PM

**City/State/Zip:** Searcy, Arkansas 72143

**Company Complaining About:** AT&T

---

## **Description**

Contractor working for ATT buried fiber optic cable and wire cable on my property without my knowledge. Have contacted everyone I can locally. This has been a problem we were aware since April 2016. This preventing me from building a fence for livestock along state highway.

---

**Ticket: # 1127109 - Online access to the olimpics**

**Date:** 8/8/2016 4:22:54 PM

**City/State/Zip:** Kingston, New York 12401

**Company Complaining About:** Time Warner

---

## **Description**

I pay for high speed internet. Not cable TV services from hudson vally time Warner cable. I am blocked from all nbc coverage of the olimpics. I am trying to use an app to watch vie the internet. The app will not start untell I can clear a screen that checks if I pay for tv access. I am not trying to use channel 7 or what ever channel nbc uses. This is an app. It is a Internet based product that I am being block from seeing.

---

**Ticket: # 1127189 - [eventsexploit.com](http://eventsexploit.com)**

**Date:** 8/8/2016 4:44:28 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

---

## **Description**

The owner of this hacking scam is highjacking browsers, essentially barring the user from conveniently shutting down the window. The scam recommends contacting microsoft support via (b) (6) The highjack is accompanied by a never-ending audible message. The number leads to a message offering a prize and targets those over the age of 50. They ask for credit card information. I have been unable to trace either the website or the phone number.

---

**Ticket: # 1127368 - unreliable internet**

**Date:** 8/8/2016 5:50:21 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Time Warner

---

## **Description**

Time Warner Cable has not been able to fix my unreliable internet connection. After 10+ service calls they have ran a dedicated line from the junction box on my building to the cable modem. The issue still exists. This issue has been going on for 5 months.



---

**Ticket: # 1134866 - slander and libel & terrible services**

**Date:** 8/11/2016 10:28:01 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** AT&T

---

### **Description**

slander and libel services. technician was supposed to come on Friday but came in on Monday. libel on a \$200 gift card that was supposed to be issued but was not. increase on charges for no reason

---

**Ticket: # 1127799 - 50-100+ disconnects a day**

**Date:** 8/8/2016 9:54:55 PM

**City/State/Zip:** Springfield, Missouri 65401

**Company Complaining About:** Net Vision Communications, Llc - Springfield Mo

---

### **Description**

50-100+ disconnects by my ISP on the daily basis. No phone support, they don't answer phone calls they don't do follows up. Broken internet for 6 months, they finally fixed it for 3 weeks. Now its 3 weeks later and I am calling again complaining about my internet. They know there is issues they refuse to follow up or even contact me. Nor do a thing about fixing the issue.

---

**Ticket: # 1128061 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 8/9/2016 9:49:13 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

---

## **Description**

Could you address members of media, debating to me about actor (b) (6). There are members of media, which are bothered about me not knowing who (b) (6) was, when the media began installing within my housing. (b) (6) is one of the subjects Communications is repeatedly talked to me about.

I was presented with the impression, (b) (6) became more popular, during the years I have been within surveillance. I haven't seen any Entertainment programs to be aware of who he is.

Could you close the 2010 surveillance.

---

**Ticket: # 1128775 - Interference****Date:** 8/9/2016 1:59:27 PM**City/State/Zip:** Bowie, Maryland 20721**Company Complaining About:** Comcast

---

**Description**

While I was staying at my sister's house, (b) (6) (b) (6), and the unknow third adult, at 2:02 am, (b) (6) s and the unknown adult made so much noise in my sister's home with the electric sound which was at a very high pitch sound until the noise awakened me and others within the household. I quickly called the police as an anonymous caller and informed the police department as to what was going on. The police did respond to the call. However, the people, the Ellis's and the unknown adult, are trying to get the police to turn against me for having to call them so many times as they did cause this same problem with the Comcast Company. Please monitor these people with illegal use of the frequencies caused my their computer apps/applications and other unknown electronic devices. They are very dangerous in that they use the very high frequencies to move over my head as a threat to threaten me for reporting his making meth and and to cause great danger to me and my family. They did this before I called the police after 2:00 am 8/9/2016. They did continue to make meth. This time Franklin Ellis left before 6:30 am right after the smell of the meth stopped. If I did not reach out for help, this situation would be more dangerous as Franklin Ellis and others were doing to me and my family in April, May, and June of 2016. They use the shrill electric sounds to surround my brother's head and they did the same to me. Again, the three people named are extremely dangerous people for the safety of others such as myself because of his dangerous us of the electronic devices.

---

**Ticket: # 1128861 - TWC Quality and False Advertising**

**Date:** 8/9/2016 2:22:39 PM

**City/State/Zip:** Morrisville, North Carolina 27560

**Company Complaining About:** Time Warner

---

## **Description**

TWC is the only internet provider in my area and they clearly take advantage of that fact. My service has had multiple day-long outages in the last month. I've called TWC during each outage and they have no information about cause or expected down time, in exchange they make me call back again for \$2-3 account credits after the outage is resolved.

Additionally, TWC's website promised me a specific internet package called "Extreme" when ordering but TWC instead filled the order with the slower "Turbo". After many phone calls with TWC, they refused to honor what their website shows (screenshot attached) and insisted that I must pay \$10/mo for what the original order shows.

---

**Ticket: # 1129037 - fake computer hack**

**Date:** 8/9/2016 3:17:16 PM

**City/State/Zip:** Carmel Valley, California 93924

**Company Complaining About:** Nishkul Technologies

---

## **Description**

had a popup on my screen telling me computer was infected, not to do anything except call the Microsoft # below. Turned out to be a fake, not a MC # and then was transferred to NISHKUL Technologies and paid out 749.49 for nothing. They insatalled free downloads (could have done that myself) and assured me my computer was now safe. Found out after trolling the internet that the company does exist but seems to specialize in these types of scams and getting you to sign up for extended warranty in addition to "the fix". Have cancelled charges, cancelled credit card and called you.

---

**Ticket: # 1129123 - Block for online research & online comments at Los Angeles Public Library**

**Date:** 8/9/2016 3:39:14 PM

**City/State/Zip:** Los Angeles, California 90013

**Company Complaining About:** La County Public Library (company ?!?!)

---

**Description**

FCC,

1. Law Library & Public Library (Little Tokyo branch and Main library on 5th St) for LA county, are closing my windows for research ex: IRS & Penal Codes for CA. Especially in past few weeks. This morning more than 7 times at LA Law Library when sending comments to IRS and before I started sending the online comments from 8:45am (Aug 9th). I do not know internet method or company used by LA county public libraries as above. LA library is also for the public. The staff talks to me constantly with only "YA" & "HA" yelling with their homeless friends who hang out with them. Only homeless hang out there.

2. EDD office in Koreatown (LA, CA) with SF County on 801 Turk St. are still violating my privacy for all I send online with research done. I want an investigation done.

3. Why Google & FCC are not opening my gmail account with mess phone (b) (6) to use. From TransUnion (TU) credit report, Bora Shu has attached to my report number with -008, -011, & -015 in ID fraud & SS fraud & Homeowner fraud & Disabled fraud & Housing fraud & EDD fraud & Veteran fraud & Korean IDs fraud. For past few months, I called dispute office for TU to dispute them. No confirmation. It is a fraud office. On them, Bora Shu has my name, address (442 S. San Pedro St LA, CA). It is my mailing address. She lives there. In 2015, Bora Shu (AKA Doug, Nicolas, Sung, David Dae Gil Kim, Sang Hee Won, & Dianna) for ID Fraud does not have a Tax ID number and has multiple IDs for Korean, American, Mexican, & Others as fraud & ID frauds. \*\*Call Discover Fraud Dept and Discover credit card customer service for Bora Shu using a credit card until Dec 31, 2015 for my name Dianna M. Kim. IRS sent a document that Bora Shu was filing forms to delete over \$12,000 payment due to Discover. Called Discover fraud dept yesterday.

Please audit for all fraud accounts at AT&T, Verizon, T-Mobile, Assurance with all companies for communication business with internet services in SS fraud and payment fraud. These are to support terrorism. Close all accounts. I will not pay for any one fraud account & NOT A PENNY. Report to FBI for terrorism, CFPB, & BOMB Squad.

\*\* I have two file numbers at CA Dept of Insurance for 300 S. Spring St (9th floor) in LA, CA with compliance officer John Cummins that rape, assault, trespassing, attempted murder, & stalking occurred with Kaiser (past 30 plus years), Next Door Shelter in SF (Sept 2004 - April 2016) & Palm Motel in Rosemead, CA (from 2012- July 2016). I have WC Claim with Motel 6, Palm Motel, & Baltimore Motel (SD, CA) yet none are allowing me to stay for the insurance. CA Dept of Insurance will not assist me. Called John C. many times. There is no enforcement. The office and staff are all frauds & ID frauds & Agent frauds & illegal terrorists in insurance frauds.

Thanks,

(b) (6)

SS# (b) (6)



---

**Ticket: # 1129266 - Recurring receipt of emails with malicious content**

**Date:** 8/9/2016 4:13:31 PM

**City/State/Zip:** Houston, Texas 77095

**Company Complaining About:** AT&T

---

**Description**

We continue to receive emails from (b) (6) " with malicious content. The email arrives with an "error" and selecting the remedy allows an unauthorized user to enter your account. Emails arrive with various and differing headings (i.e. "appraisal", "help", etc. Emails appear innocuous, but must be deleted quickly to preserve network security.

---

**Ticket: # 1164914 - My email address was Sold on the Black Market in 2012. I have been a Lifelock member since 2014**

**Date:** 8/29/2016 2:47:43 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

---

## **Description**

My Cell phone number (b) (6) is being Cloned. There is another phone number that can receive my text messages with Verizon. I left Verizon after someone was Continually changing my Security Pin as well as the pin Number to answer my voice mail. This has been Going on Since December of 2015. My Computer was being continually knocked off the Internet where I have Comcast cable as my internet Server. I took my Laptop and my Desktop PC to a Computer Store called Computer Link and they Removed Viruses adware ,and Trojans. I then bought a new Motorola Modem/Router . I contacted Arris and they help me change the Password to my WiFi as well as my user Password. This Didn't Solve my Problems. A Computer Company called Star Tech Hub Finally found the adware that was used for tracking all my searches on the Internet. I( never save my Password on my Pc Because Otherwise Anyone can Ping my IP address, and log into my email accounts. I have Spent over a \$1,000 dollars to date and that doesn't count the Companies that told me they could Protect my Domain Searches and Failed so I cancel my Accounts with them. There was at least 3 other companies that i called for help. My Landline phone number (b) (6) was also unsafe to use because any time i shared my banking information over any of my phones the Card Number was Hacked and I had to contact Bank of America to let them know that Fraud had occurred on my billing statement. At one point my identity was stolen and I had to inform all three of the Credit agencies. I have made 3 Police reports and the Detectives called me once and I never heard from them ever again. Since December of last year i have gone through 12 Credit cards and over 20 debit cards. I tried contacting Ic3 (FBI internet) and they have never answered any of my complaints. I called the FBI in Stockton over 5 times and noone would return my cries for help. The Police can't help me and the Fbi won't help me. What does it take to get some help? My Internet, my cell phone with Verizon, My cell phone with Sprint, My cell phone with Metro were all Cloned. What does it take to get Help.

---

**Ticket: # 1129308 - Control over computer**

**Date:** 8/9/2016 4:22:49 PM

**City/State/Zip:** Dallas, Georgia 30132-9228

**Company Complaining About:** Comcast

---

## **Description**

We had Norton for computer security. We did not renew it. Found on both of our computers we were lock out of programs and the Internet. After exhausting several options and many hours, by doing a complete uninstall of Norton 360; the problem was resolved...and many other issues we feel were controlled because we didn't renew their service. Computer working much better. Being older this was very frustrating and could have been a monetary loss if by chance we didn't hit on the fix. How many other senior citizens may have been taken advantage or have thought they were at a security risk?

---

**Ticket: # 1129414 - False loan**

**Date:** 8/9/2016 4:48:49 PM

**City/State/Zip:** Sanfrancisco, California 94134

**Company Complaining About:** Metropcs

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### **Description**

The bank is capital bank in Miami Florida the person I dealt with is (b) (6) they had me give them \$1600 total from iTunes cards kept promising loan then ask for \$400 more there number is (b) (6) my number is (b) (6) they give false loans and its wrong (6)

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**Ticket: # 1129561 - Frontier Communications****Date:** 8/9/2016 5:29:18 PM**City/State/Zip:** Long Beach, California 90807**Company Complaining About:** Frontier Communications

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**Description**

Followup on previous complaint that was not resolved. Back in May and June, I spent many hours and spoke with more than 20 different people over the course of 4 weeks to resolve our very slow internet speed. Finally on 6/23/16 Rashonda Muckelroy with the Executive Customer Relations department contacted me in response to my FCC and BBB complaints. Within 5 days she was able to get the speed upgraded from 3M to 7M and made the adjustment to our billing so that we would be charged for this upgrade. Three days ago the speed was reduced back to 3M for reasons I do not know. When we called for tech support on 8/6/16 to find out why it was down to 3M and how to get it back to 7M, the technician tested the line to verify it was in fact running just below 3M, but he could not say why. After more than an hour on hold, I gave up for that day. Yesterday 8/8/16 I contacted Rashonda Muckelroy and asked her assistance since she was able help back in June and I assumed she would stand by her service. She informed me that I would need to go through the regular tech support department (which we had done 2 days before) and they would have to start a new trouble ticket. So much for taking ownership of one's work! Today (8/9/16) I spent more than 40 minutes on the phone with Jessica in tech support who informed me that the test she just ran shows we are getting 7M therefore there is nothing she can do other than advise me to switch from DSL to fiber which we are unable to do so. Despite her saying we are running at 7M, we continue to experience very slow speeds and are frequently being dropped from the connection. This issue has been ongoing now since late May and I am completely at a loss for how to get this resolved. No one at this company that I've dealt with over the last 2+ months has shown professionalism or pride in their work or product and continue to pass me from department to department wasting my time and never getting resolu

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[Ticket: # 1130111 - Support buddy.net](#)

**Date:** 8/9/2016 9:36:37 PM

**City/State/Zip:** Northport, Alabama 35476

**Company Complaining About:** AT&T

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## Description

They remotely installed a virus on my computer and locked it up with a voice command to call (b) [REDACTED]  
[REDACTED] and they will fix my computer for a fee. Shut them down. (6)

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**Ticket: # 1130322 - Block to having acces to my email of 10 years**

**Date:** 8/10/2016 3:24:34 AM

**City/State/Zip:** Miami, Florida 33147

**Company Complaining About:** AT&T

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## **Description**

This is my second time using ATT and second time having this problem. When you cancel your services and there is an outstanding bill ATT block your access to your email and suspend until payment is received. Their grievance process take about 3 months and a lawyer will call you offering to settlement if you last that long. Recently I had surgery and was paralyzed. I used all of my saving to pay bill and could afford ATT any longer so I cancel service. I owe them a little less than \$350.00. They refuse to unlock my email saying that it is their policy that payment be made to unlock access. I DON'T HAVE TIME for this. i have a case in thge Supreme Court, Special with my non profit and church. My son financial aid and college data come throught my email. I called many time and no one will give me names or number to file a complaint to get this issue resolve. i can't find the old paper of grievance from many years ago.

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**Ticket: # 1130518 - internet hijacking of my computer for sales pitch on "applications warranty"**

**Date:** 8/10/2016 10:14:08 AM

**City/State/Zip:** Aurora, Illinois 60506

**Company Complaining About:** Comcast

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## **Description**

ON AUGUST 9TH, I WAS VIEWING PICTURES OF ATHLETES CAUGHT IN UNUSUAL POSITIONS WHEN SUDDENLY A TEXT BOX POPPED UP LABELED " MSN WEBPAGE" THAT INFORMED ME A TROJAN HORSE VIRUS HAD BEEN DETECTED AND I NEEDED TO CALL (b) (6) [REDACTED] ALTHOUGH THE TEXT PAGE HAD AN "X" BOX AND BOTH AN "OK" AND "CANCEL" BOX--NONE OF THEM WORKED. UNDERNEATH THAT TEXT BOX WAS ANOTHER PAGE BORDERED IN RED THAT CONTAINED AN ALERT CODE AND TECHNOLOGICAL DESCRIPTION OF THE VIRUS. UPON CALLING THE NUMBER, AN EAST INDIAN ACCENTED INDIVIDUAL CALLING HIMSELF " ASHWANI JOSEPH" PROCEEDED TO TELL ME THE DANGER I WAS IN BECAUSE I DID NOT HAVE A "WARRANTY". I TOLD HIM I HAD NORTON ANTIVIRUS AND HE SAID THAT WAS FOR THE HARDWARE, NOT THE SOFTWARE. I SUSPECTED A SALES PITCH. EVENTUALLY HE GAVE ME 2 OPTIONS TO PROTECT MY APPLICATIONS: \$249.00 AND \$349.00. I CONSTANTLY ASKED WHAT HE WAS SELLING AND WHO HE WORKED FOR. I DIDN'T GET A STRAIGHT ANSWER. AFTER 15-20 MINUTES OF ME STATING I WASN'T BUYING ANYTHING AND WOULD RATHER TRASH MY MACHINE IF HE DIDN'T GET RID OF THESE ALERT BOXES" THAT I COULDN'T SEEM TO DELETE, THE PHONE CALL STARTED TO BREAK UP AND WE BECAME DISCONNECTED. HE DID ASK ME TO GIVE HIM REMOTE ACCESS TO MY MACHINE. I RELUCTANTLY DID SO BECAUSE I COULDN'T GET OUT OF THESE PAGES. WHEREUPON HE PROCEEDED TO SHOW ME THE ALLEGEDLY"INVADING PROGRAMS. I AM NOT A COMPUTER GEEK AND WOULDN'T KNOW A "GOOD" PROGRAM FROM A "BAD" ONE BY ITS LABEL. AFTER FINALLY BEING DISCONNECTED, WITH THE 'ALERT PAGES" STILL ON MY SCREEN, HE CANCELLED OUT OF THE REMOTE ACCESS. I GOT TO MY DESK TOP, AND LOGGED OFF. WHEN I RESTARTED , I RAN MY NORTON SECURITY AND HAD IT DO A SCAN. IT DIDN'T FIND ANYTHING AND MY COMPUTER IS WORKING FINE.

I FIND THIS "HIJACKING" OF MY COMPUTER USING THESE "ALERT POP UP PAGES" TO BE VIOLATION OF FEDERAL RULES. PLEASE INVESTIGATE THIS IF YOU CAN. AGAIN, THE NUMBER I WAS TOLD TO CALL: (b) (6) [REDACTED] THE PERSON I SPOKE TO: ASHWANI JOSEPH ( EAST INDIAN ACCENT). I COULDN'T HEAR THE NAME OF HIS COMPANY THOUGH HE STATED THEY WORKED WITH MANY INTERNET PROVIDERS HE NAMED.



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**Ticket: # 1114349 - Dropping of service**

**Date:** 8/1/2016 2:53:32 PM

**City/State/Zip:** Indianapolis, Indiana 46217

**Company Complaining About:** Comcast

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**Description**

(b) (6)

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**Ticket: # 1130812 - Con game (can not think of a better discreption)**

**Date:** 8/10/2016 11:50:43 AM

**City/State/Zip:** Lake Wales, Florida 33859

**Company Complaining About:** AT&T

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## **Description**

Phone call from 'Mike' claiming to be calling from "Windows Corp.' in Wash. St. to help me with a computer problem that I had not told Windows about. My caller ID only had (b) (6) and I called that number to be told it was not a valid number, as if I did not know.

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**Ticket: # 1131227 - lack of any response to service interruptions and no service**

**Date:** 8/10/2016 1:45:38 PM

**City/State/Zip:** Huntingdon, Pennsylvania 16652

**Company Complaining About:** Comcast

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## **Description**

no internet, phone or xfinity on demand for 8 days      called and spoke to 8 different persons with the same result    can't check service leakage until aug 16th    at first denied access to speak to a supervisor for assistance    finally after hours    another supervisor was contacted for outside service leakage problems    he repeated    nothing they can do    the outside tech will be coming tuesday aug 16th    even though last nights contact stated they will come on aug 15th    I can not function without phone and internet service!!!!!!    Most discussing company    especially would not let me speak kept rambling the same canned speak over and over again...    been a customer for over 25 years    hopefully there other options for services    2 weeks without internet and phone is totally unacceptable!!!!~!!    hopefully this complaint doesn't go unanswered    filed one last year about service and interruptions directly to xfinity and comcast directly    without resolve

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**Ticket: # 1131470 - Internet and Prism TV**

**Date:** 8/10/2016 2:55:53 PM

**City/State/Zip:** Hope Mills, North Carolina 28348

**Company Complaining About:** Centurylink

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**Description**

Service not working for 10 months. Centurylink not working to fix the problem.

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**Ticket: # 1131568 - Poor and mirepresenting service by Frontier COMmunications**

**Date:** 8/10/2016 3:19:59 PM

**City/State/Zip:** Clarksburg, West Virginia 26301

**Company Complaining About:** Frontier Communications

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## **Description**

we are experiencing internet and home phone outages, intermittent services, and poor quality connections. we are not in an area of West Virginia affected by the flooding earlier this summer.

We first noticed the issue upon returning from vacation on July 14. a call was placed to Frontier (WO#3391396). A technician responded to the house and stated that the issues was a break in the line and that is was fixed. the issues continued.

On August 5th, we called Frontier to report continued problems with both internet and phone (WO# 3426230). no technician came to the house. I called Frontier on Monday August 8th and learned that the work order was closed out. i was told that their was another report of similar problems down the road from me and that the technician thought that my service would be restored when the other repair was made. No repairs were apparent as the issues continued.

I requested another work order (WO#3430068. to date, no technicians have arrived.

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**Ticket: # 1131932 - internet hacked**

**Date:** 8/10/2016 5:13:35 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** AT&T

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## **Description**

My home internet has been hacked. Forensics were completed and no other IP address has been used. Emails are edited, blocked, misdirected etc.

The hackers have had physical access to my home.

I can provide examples

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**Ticket: # 1132757 - Internet transfer complications****Date:** 8/11/2016 9:30:46 AM**City/State/Zip:** West Lafayette, Indiana 47906**Company Complaining About:** Comcast

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**Description**

I have been trying and failing to resolve issues with my Comcast internet account for almost two weeks. I recently moved from one apartment to another in the same city and was simply trying to transfer my services accordingly. I was told that on July 29 that my services would be shut off that day and transferred to my new address with no issues. I was under the impression that the same account would be used in the new location because I was not told otherwise.

The day I arrived at my new location I installed my modem as instructed and was given an error message about my device (service was not on as I was told it would be). I called customer service and spent a half hour simply turning my internet on. I thought my issues were resolved but a couple days later I was called by a representative who told me someone (as a result of a data entry mistake on Comcast's part) was trying to transfer my account to a new city under my name, account, and credit card information. I had to personally attest that I in fact was not trying to do this and the representative cancelled the transfer. However, this phone call revealed to me that services were never cancelled at my old address. The only proof I had of this was the fact that my modem was unplugged on the day I thought my service was canceled at the old address (though it wasn't). The agent assured me that my old account was no longer receiving service and there was nothing to worry about.

A week later a new modem that I never requested and was never told about was sent to my apartment after I specifically told a Comcast agent at least twice over the phone that I had my own and I self-installed it. I refused the package and this prompted me to again call to confirm that my account was in order. This phone call revealed to me that I in fact had two Comcast accounts, one for my old address and one for my new one. I was under the impression that I had only one account and it was transferred from the old address to the new one. Of the 4-5 agents I had spoken to up until this point, none of them told me a completely new account was created and I was totally unaware of the existence of 2 accounts. One customer service agent created a new username for me incorrectly and failed to help the situation at all. As of now I have no idea if any of my issues are resolved and the most recent agent I spoke to refused to send me a hard copy of confirmation of any kind that I had resolved my issues. I have spent over 2 weeks and upwards of 4 hours on the phone for something that was as simple as a transfer of services and I would like to complain so that I (and countless others) do not have to go through this.

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**Ticket: # 1132133 - My internet and tv isn't working but I still have to pay full payments**

**Date:** 8/10/2016 6:39:49 PM

**City/State/Zip:** Salinas, California 93906

**Company Complaining About:** Comcast

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## **Description**

Comcast has openly admitted to me that they are aware that service at my location is incorrect and faulty. The director of installation "Rudy" came out after I showed him exposed wires that Comcast refuses to fix and he box the cables in over fixing these exposed rigged up wires! He stated my service is "as good as it's getting" and that "if I didn't like that I could leave Comcast". Comcast knows they are my only providers in my area. I'm being strong armed for 164 dollars and every month my bill goes up with no explanation! Please help me get Comcast corrected because without them I can't have internet at my home!!!



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**Ticket: # 1132720 - Frontier - Slamming & Wrongful Billing**

**Date:** 8/11/2016 8:53:41 AM

**City/State/Zip:** Bradenton, Florida 34202

**Company Complaining About:** Frontier Communications

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### **Description**

I cancelled with Frontier in May due to service problems. I spent hours on the phone trying to correct the problem. They wont honor my cancellation even though I can provide that I have been receiving service thru Brighthouse. Now they have chosen a July date to cancel service and are charging me a termination fee. I signed up with Verizon Fios, not Frontier. I shouldn't have to pay any of these charges.

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**Ticket: # 1132973 - internet scam**

**Date:** 8/11/2016 11:08:03 AM

**City/State/Zip:** Fontana, Wisconsin 53125

**Company Complaining About:** Charter

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## **Description**

A few days ago I was on the internet when I suddenly got a screen and voice message stating that my computer was being threatened with viruses and I must call the following number to correct the problem. (b) (6). I did not call the number but I turned off my computer and got rid of the scare message. What would have happened if I phoned that number?

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**Ticket: # 1133332 - Internet**

**Date:** 8/11/2016 12:59:06 PM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast

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### **Description**

I cannot find any way on the COMCAST website to complain about the deluge of adverts that I am continually forced to watch with every new website that I visit.

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**Ticket: # 1133676 - my texting was disabled by the FCC with my carrier and I need to understand why**

**Date:** 8/11/2016 2:35:30 PM

**City/State/Zip:** Las Vegas, Nevada 89178

**Company Complaining About:** T Mobile

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## **Description**

my cell number is (b) (6) and my carrier is T-mobile. I was just told today that a 60 day text block has been put on my line and it was done by the FCC.

I have NO IDEA why this would have occurred and I'd like to talk with someone to understand if this was a mistake, if I was a victim of ID theft or phone cloning, or what.

Please reach out to me asap and let me know as this is dramatically hindering my business.

Thanks

(b) (6)

Las Vegas, NV

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**Ticket: # 1134457 - Comcast Man in the Middle Attack**

**Date:** 8/11/2016 6:11:57 PM

**City/State/Zip:** Alexandria, Virginia 22302

**Company Complaining About:** Comcast

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**Description**

Comcast is injecting/hijacking "AN IMPORTANT MESSAGE FROM COMCAST" popups into website DOM.

By injecting their own code into another website, they are using the name or likeness of the site, pretending to be them.

Might even be in violation of CFAA "with respect that you and the website are the ones communicating, and they are hacking the communication chain", not sure.

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**Ticket: # 1134637 - Hackers stealing my emails out f my email account**

**Date:** 8/11/2016 7:43:19 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Starbucks Wifi

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## **Description**

I was reading an email about a back study, and the compan compsated you monetarily,I clicked on link, in email, as normal, then page started to download, but it never completely downloaded, right after that, my email account went blank, for about 3 to 4 minutes, and then I went back to my email account, and the email that I had just viewed was gone. 8/11/2016 at 7:20 I was using wifi at

(b) (6) This has happened before I contacted a lawyer in reference to a legal problem that I wanted to address, and all the legal emails were stolen out of my email account. Just like before, my mail in my disappeared, for a matter of minutes, then it reappeared again and the emails to the law firm, disappeared. Someone is definitely, stealing my mail, it's email, but it's mail.

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**Ticket: # 1134649 - Poor service from Windstream internet**

**Date:** 8/11/2016 7:47:50 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Windstream Communications

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## **Description**

I have had Windstream internet since 2001, I have had continual outages and poor connection with several complaints and repair tickets and long periods of outages. I did not know I had this as relief but please help as they will not. Technicians come out and say its fixed but in a few days poor connections prevail. WHAT DOES IT TAKE TO GET THIS FIXED, THEN A FRIEND TOLD ME ABOUT THE FCC. I am hoping you can stir the waters and get this fixed once and for all.

---

**Ticket: # 1136643 - I am being harassed by the used car dealership Drive Time**

**Date:** 8/12/2016 5:46:15 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** AT&T

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### **Description**

They keep calling me and emailing me and I have asked several times for them to take me off their calling and email lists because I simply can not afford the payments and they are starting to become very rude.



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**Ticket: # 1134959 - Business internet was disconnected**

**Date:** 8/12/2016 1:43:52 AM

**City/State/Zip:** Dallas, Texas 76243

**Company Complaining About:** AT&T

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**Description**

Our business was schedule to have interrupted switch over of dsl connection to a dry loop stand along dsl connection. However within a few hours our internet was disconnected and all of our IP phone services are lost due to no internet connection! We are literally losing thousands in dollar per day while our customers can't reach us and we can't reach them! We were promised all service switch over be done on Monday however their tech messed up and disconnected our lines immediately. We will be seeking financial losses if this issue isn't fix immediately as our business have no way of reach our customers for scheduled appointments rtc! Our business location is (b) (6) [REDACTED] allas tx 75243.

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**Ticket: # 1135216 - HughesNet Deceptive Practices**

**Date:** 8/12/2016 10:44:27 AM

**City/State/Zip:** Magnolia, Texas 77355

**Company Complaining About:** Hughes Net

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**Description**

HughesNet attempted to provide a satellite service to our rural vacation home in south Colorado. They could not provide service due to the topology of our home setting and surrounding trees. However, they refused to cancel our service prior to the end of our contract, instead trying repeatedly to send technicians, who all said it was an impossible problem to solve. They used this as a stall technique, thereby delaying cancellation of our service in a timely manner. Finally, they compelled me to pay \$130 to terminate my service, at the end of my contract. This saga covered 2 years.

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**Ticket: # 1135307 - Compliance Tent - (CAN-SPAM) Act Protection**

**Date:** 8/12/2016 11:18:13 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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**Description**

This Company, Compliance Tent (<http://compliancetent.com/>) has been spamming me for months with Webinar offers. I have used the "Unsubscribe me from this list" feature 10-12 times. When I use this, the inbound email domain changes, but the requests keep coming. I have called them and aksed them to remove me, but this has not worked wither. This company must be stopped.

Some domains emails have been received from... (All seem to redirect to <http://compliancetent.com/>)

golbase.com

kblweb.com

wallopd.com

wecompliance.com

iqcompliance.org

hcompliancestrategic.com

bestqlty.com

complianceregu.com

compliancerule.com

compliancearena.co

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**Ticket: # 1135424 - No internet service for 2 weeks and counting**

**Date:** 8/12/2016 11:48:02 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19154

**Company Complaining About:** Comcast

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## **Description**

In the last 2 weeks I had 3 different Comcast technicians come to my home to fix the same problem. My phone and internet has been off for 2 weeks. No one seems to know what the problem is. Comcast makes appointments and technicians don't show up. I work from home and internet is viable to my career. Some of the comcast customer service representatives were so rude and not understanding. Now I have a appointment for the 4th technician to come out and I was told 6 days until he can come to my home. This will be 3 weeks with no phone and internet. If I have a emergency at home and need to call 911 I have no phone thanks to comcast. That's another week of no pay because I have no internet. This unacceptable and such a inconvenience. I was thinking of contacting my local news to see what other options are out there for me.

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**Ticket: # 1136537 - 12+months of <50% connectivity with Comcast ISP**

**Date:** 8/12/2016 5:03:54 PM

**City/State/Zip:** Port Huron, Michigan 48060

**Company Complaining About:** Comcast

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## Description

I live in Port Huron, Michigan. My ISP is Comcast. From June of 2015, I have been complaining to Comcast on a regular basis that our high speed internet is not working correctly. They had, in the beginning, sent a handful of 3rd party techs out to check everything in and around our house to see if any part of our equipment or lines/home were to blame. From that moment, when they tested our connection @ our home, I was told that we had "ingress", which is commonly RF interference that seeps into the line somewhere. Then the problems with getting Comcast inhouse technicians to actually do something about it. It took several months to get Comcast to send one of "their" Line Technicians to our home... but not after a few more 3rd party visits filled with "We can't do anything about this, sorry, but I'll escalate your work order so Comcast can send out a line tech."

\*To be more specific about the nature of the issue in my area:

This issue commonly only affects our downstream traffic. For my specific speed package, my modem syncs with 8 bonded downstream channels. What is happening is that there is interference leaking IN to the lines or equipment between the node that feeds my neighborhood, and our/everyone's homes. This interference causes the SNR (Signal to Noise Ratio) to drop, both drastically and rapidly. The average "stable" SNR for us is '37-39dB'. When the interference picks up/increases in strength... the SNR number drops, which more or less means that the smaller the SNR number, the worse the connection. Modems, all modems in general, can not handle SNR below 25.5dB, basically... 26. When a channel's SNR drops too much or too quickly, or drops below 26dB, the modem loses Sync with that channel. The fewer the channels, the slower the speed...until a certain point. When that point is reached, there is no longer enough channels for the modem to stay connected. The higher your speed tier, the more channels your modem requires, the higher the cut-off threshold for number of synced channels. For example, my speed is rated at 120mbps down, I need 8 DS channels, my modem will continue to stay "online" as long as there are at LEAST 5 channels "synced", but this does NOT mean the internet works. See, IF and when the SNR fluctuates too drastically, and/or too rapidly, the modem begins to fail to receive data... it begins to request that that failed data to be resent to the modem, (codewords, codeword errors). You will see the numbers of both "correctable codewords" and "uncorrectable codewords" increase, at the same time that SNR decreases. (modem logs also start filling up with errors/descriptions). Whenever even a single channel starts to fluctuate rapidly/drastically, the modem... having such a limited internal processor, begins to simply get "bogged down", which btw, I have used 4 different modems, including Comcast's... it matters not which one I use. When the modem bogs down, the speeds (from performing any speed test) will drop to 0, usually.

If any channel is fluctuating, but doing so 'slowly' and in smaller increments, the noise/errors are insignificant enough for the modem to handle it, and the overall speed/quality will take only a very slight hit.

\*However, in my case, it is always the later.... in spades! Multiple channels, usually 4 of whichever 8 I am connected to at the time, will fluctuate to the upmost worst extreme, and quite often well below 26dB, causing the modem to simply un-sync.

I have shown screenshots/images of my modem's data to Comcast, and they informed me that the majority of the channels I have shown them to be bad, are in fact operating on the same frequencies as most cellular carriers/devices, and that the issue, again, is most likely due to damaged lines or equipment, which is letting cellular interference in to the lines, thus causing noise in the lines, thus causing low SNR and poor stability.

Several Comcast employess/Line Techs came out and tested out the signals at & around our home, they too said "ingress" and "not something that can be fixed <here>, most likely a damaged line between the node and your tap or so..." That was in late September. Then again in October at least twice, due to my constant & repeated calling to complain.

From June 27th until now, I pay ~\$80 a month for 120mbps down, 20 up, on a good day, when it's working, I get 126/26, as we are on an 'underutilized node'. When the internet goes out, it drops below 28kbps on a good day... and absolutely nothing on a typical day. I called, more times than I remember. I've taken screenshots of my modem's internal logs and signals as many times as I can stomach. I've filed Corporate complaints (out of Detroit I believe) but within 24 hours, they closed my complaint out as being "resolved"... but without actually doing anything about it. By that, I mean that they never called me back after hearing my complaint, they had ever sent any technicians out to my home as a result of said corporate complaint, the problem persisted, and I continued to pay...a lot.

In January of 2016, as the problem had been ongoing ever day, every week, and every month, I finally recorded a small video with my cell phone and uploaded it to YouTube, marked it as "private" and forwarded the link via Twitter to @comcastcares. After a few... several long days, they finally responded to my "instant message", they seemed alarmed that this issue had been ongoing for so long, and the results of this tweet & video was that they sent a line tech out to tell me the same thing the last 4 did... that there was a damaged line, most likely, between the node and our home. Please keep in mind that this node supplies internet to a few city blocks, with a great deal of customers on this node being 'business' accounts. I was told that the everything would have to be 'swept' from the node - down in order to find the damage/point of ingress. Instead, they performed a very half-hearted temporary work around that in a way, would mildly compensate for this "ingress". It worked for about 2 weeks and then got worse, again.

Several house down from myself, there is a Comcast Senior Line Technician, fed off the same node as myself, whom I have repeatedly ambushed in his work truck/driveway and informed him of this issue. "I'll look into it" is what he says, seeming fairly displeased with me. Each time, a mild workaround/temporary fix is applied, again, lasting on the average of about 2 weeks at most. (the temp fix has happened now 4 times I believe, with each end-result being a much worse connection in the long run.)

It is now August of 2016 and our connection is so bad that our modem is only online, typically, in the middle of the night when I'm surely not going to be using it.... during the daylight hours, when I need it, it works maybe 5 hours total.

Yesterday, Aug 11th, I called one of Comcast's 1-800 numbers to complain, it got me nowhere, the person said they were discussing it with their supervisor, but as they aren't even in the United States, they have absolutely no control over what happens... they are just a call center. Today, I ambushed the neighbor again, which I absolutely should NOT have to do... he is my 'neighbor', not my personal Comcast-fixer-guy. Alas, I have no real Point of Contact.... I have had at least 8, mostly from within the Corporate ranks... but they were the ones who dropped my case.

Despite my having ambushed my neighbor, well, he's at home.... not going to fix it. He said he'd look in to it, like he's been saying for the last 7 months. I fear that he is not going to fix it, because realistically, if he WERE going to fix it, he probably would have by now.

I have been informed that there are only 12 of these official Line Technicians in my service area, and all but 2 or 3 of them have been unionized sometime in the last few years. This may not seem like pertinent information to many, but, it is no

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**Ticket: # 1136144 - Unwanted contest**

**Date:** 8/12/2016 3:04:40 PM

**City/State/Zip:** Waveland, Mississippi 39576

**Company Complaining About:** Rewardzoneusa

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### **Description**

Pop up on my Chrome & Browser with a reward offer of gift card from Wal Mart. While I'm trying to resreach. I have tried to get rid of them no luck.



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**Ticket: # 1124167 - Computer SCAM**

**Date:** 8/5/2016 8:36:38 PM

**City/State/Zip:** Las Vegas, Nevada 89117

**Company Complaining About:** No Name Only Phone # 1(b) (6)

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## **Description**

Gentlemen: Somebody claiming to be "Certified Technician " from Microsoft is freezing my computer in a way that I can not get out of it, and I am forced to power my system down. However when I try it again they came back and freeze my system again

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**Ticket: # 1136469 - internet**

**Date:** 8/12/2016 4:49:35 PM

**City/State/Zip:** Crawfordsville, Indiana 47933

**Company Complaining About:** Comcast

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### **Description**

I am once again contacting you in regards to my internet service with Comcast. You took care of the problem in June. I have had service with no problems all of July but once again, I am losing connection daily at LEAST 6 time during an 8 hour work shift. I work from home and I need this connection.

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**Ticket: # 1136592 - potential tapping of job search/interviews**

**Date:** 8/12/2016 5:28:09 PM

**City/State/Zip:** Ballwin, Missouri 63021

**Company Complaining About:** Charter

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## **Description**

Hello-

I'm writing regarding a situation that I have previously filed as harassment with other agencies and seems to also be connected to a cancelling of 150-200 or 400 interviews, both relevant and part-time positions, over the last year and a half--all without a word or beginning the interview and no reply after I contacted to follow up. I don't know if someone is tapping my phone or internet, but wanted to see what might be considered. I am very highly qualified and educated and it is unheard of with my credentials. Your assistance is greatly appreciated and recommended by the EEOC. The rate of interview was still lower than the average while I am a far above average student, so the likelihood for tampering is high.

Thank you,

(b) (6)

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**Ticket: # 1124834 - Google, Fiber, Gmail, Youtube, etc**

**Date:** 8/6/2016 4:21:34 PM

**City/State/Zip:** Lenexa, Kansas 66212

**Company Complaining About:** Google Fiber

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## **Description**

Adding to all my formal complaints, I finally had to post something on the Google Forum for the first time ever to get help. I can't continue down this path, I need help it's been since 2012 that I have been sending in many complaints to FCC, situation is the same the different providers are all that is different. Changing providers, etc does not work.

Over the past months since we got fiber, I noticed that I had a server showing up on my network settings on my computers. The name has changed, but today it was showing Gfiberstorage - connect as name or guest. I tried to log in and got nowhere. It was connecting to the google drive that we get with fiber. I was concerned and called Google Fiber because when I would try and sign into my youtube app on the television it was saying I needed to go to youtube.com/activate. I did and when I logged in it had my Rxskincenter listed 3 times one with the gmail.com at the end and the other 2 were just RxSkinCenter. I put the verification code into to one of the logins and it made the connection then it disconnected the account, so I repeated it on the other two login with the activation code. Same thing happened. When speaking to Google Fiber, they could not assist me because they do not have a server that you remotely connect with outside of logging into my Gmail account and using the drive. I don't have a server, I don't use the drive at this time, but I do know that I am constantly fighting with my Fiber Service because of the connectivity issues.

The answer is always reset the password, but that has never fixed this issue. I am not going to change the password because whomever is doing this needs to be stopped, my life, family, businesses have all suffered since 2012. This is the first time I have put any information out on the web for support, but I need help after trying to fix it myself with many IT specialists. Nothing has worked, this time I am putting this out there for someone to help me. It does not matter if I change emails, passwords, accounts and all the above that everyone has advised me to do

Couple weeks ago I found that my IP address was connected to The Ford Company and my IP was showing something different. My Ford has been gone in December of 2012, when this all began. This was reported to Ford along with at least 50+ other complaints to FCC, FTC, Police, IC3, Our ISP, our cellular service providers/s.

You name it, we have tried it.

Unfortunately, unless you are physically attacked by someone the police does not know how to handle this white crime attack. This story can go on and on, which I have not even mentioned what damaged that has been done to my home!

With just this little bit of information someone can definitely help me get to the root of the issue and find the criminals that are doing this horrific act of crime.

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**Ticket: # 1136712 - Zmondo was messing with my phone while I was trying to ask for assistance**

**Date:** 8/12/2016 6:21:42 PM

**City/State/Zip:** Mcallen, Texas 78501

**Company Complaining About:** Zmodo

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## **Description**

08/12/2016, Today I got hold of Zmondo company to see if they could assistance me with a issue that I am have with a Mini WiFi camera that I purchase last week or so. I did all the step that I was required to do, I even call the (b) (6) and no one came on the line, I even went on the chat line to asked for assisted and when I was typing and I had send the message the IT would deleted my message. My reason for purchase this product because I do have people like the owner and the landlord has in fact came into my apartment and has taken items from my apartment and left things behind like male or female pubic hairs in my bathroom trash can, yes, I have file with the Attorney General of my state along with HUD as well. That is why I purchase this Zmodo Mini WiFi Camera, Model: ZH-1XY1D. So this owner and landlord will not plant anything in my apartment or steal or even leave anything behind while me and family are out of our apartment. This company I don't know what there problem is but All I was trying to do is asked for assistance and get this camera to work before the kids go to school in 2 weeks and as well for me.

Is there any way you could inform Zmodo to assisted me they have all my information.

If you have any question please feel free to contact me at my email: (b) (6)

Sincerely

(b) (6)

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**Ticket: # 1136931 - Received two spam texts same message different numbers**

**Date:** 8/12/2016 8:57:40 PM

**City/State/Zip:** Columbus, Nebraska 68601

**Company Complaining About:** Verizon

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**Description**

Reported both spam text messages to short code 7726

Received from (b) (6)

how you can train online and bring in large amounts of m0ney. Simply  
Reply back HOW for details. txt STOP to end"

Received from (b) (6)

http://fkjsv.net/u3n5FCvi "

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**Ticket: # 1136908 - Comcast Severed my FiOS Internet Connection**

**Date:** 8/12/2016 8:30:45 PM

**City/State/Zip:** Lansdale, Pennsylvania 19446

**Company Complaining About:** Comcast

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**Description**

Two days ago, I came home to markings across my lawn and driveway marking buried services, including electric and gas lines. I received no notice that people would be on my property or marking my land. Today at 5:16pm I received a text from my wife that the internet service (provided by Verizon FiOS) was out.

When I got home, I found two men, neither in Comcast uniform nor with a marked Comcast truck operating equipment and digging on my land and tampering with the Comcast service access in my front lawn.

They had dug a trench across the buried fiber optic cable providing the FiOS connection to my house.

I have since contacted Verizon and they are aware of the issue. They are unable to repair the connection until during the day on Monday, 15-August. I am forced to take a vacation day so I can be home while the repairs are made, as the connection needs to be restored to FiOS equipment installed in my house.

Comcast, through some combination of neglect or incompetence has trespassed on my property, destroyed the property of another corporation and interrupted the contracted service of one of their competitors.

I have attached a picture taken from my back yard of the Comcast maintenance crew cutting through the FiOS cable running through my property.

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**Ticket: # 1137073 - Severe lost packets problem.**

**Date:** 8/13/2016 1:28:57 AM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## **Description**

The lost packets problem was started three weeks ago and didn't improve after a maintenance on August 3. First I thought it was the new Ethernet card causing problem. I replaced the router for testing purpose, but didn't solve the problem. (It was suggested by Comcast agent) Then I noticed my aunt's house internet also having the same problem (two street away from the house). I gave Comcast a call about this problem but no result. Later on, I noticed a pattern that the lost packets occur around 12:00 pm CST to the next day 2:00 am CST.

On August 10 , I contacted Comcast about the lost packet problem and was scheduled a technician to come and check on my internet. I told the customer service that I need it by Thursday, but no available time, so I left with no other option then to accept a Friday 5:00 pm to 7:00 pm schedule. On August 12, the technician came and called me at 5:00 pm about my schedule. I told him twice that I was on my way home, but the technician left without notice and refused to answer my call. Then I have to reschedule again. Basically I am out of internet for another 2 days before they could come and confirm this is no our end that causing the problem but their poor service! I have attached a pathping report for lost packets.



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**Ticket: # 1137140 - Weather**

**Date:** 8/13/2016 8:26:35 AM

**City/State/Zip:** Av E Ry, Texas 75554

**Company Complaining About:** Windstream Communications

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## **Description**

Every time the weather is bad our internet or phone goes out. I have had this problem since we have lived here 8 years. I have had windstream out here every time it rains. They fix it temporarily, but it happens again when it rains again. Please help us resolve this issue.

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**Ticket: # 1137105 - Retaliation because of Complaining****Date:** 8/13/2016 5:38:24 AM**City/State/Zip:** McGehee, Arkansas 71654**Company Complaining About:** Vyve Broadband

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**Description**

On August 11, 2016 I filed a complaint with you all on Vyve Broadband. You all sent me an email stating that you all had forwarded the complaint to Vyve Broadband. On August 12, 2016, I had an appointment for a Vyve Broadband technician to come out and work on my equipment because my internet is too slow, the phone does not work and the TV remote does not work properly with the TV since they switched over to their HD. The technician never came out. I called them all evening several times. The agent on the line promised the technician was still in the field, and our ticket was still open. No one ever came out to my house. I view this as a form of retaliation of my filing a complaint with you all. They want to take the consumers money and not provide them with good service. They also retaliate when customers report them. Every since they bought the other cable company out, the services has not been the same. I also believe they have blocked access to certain information on my system. I could not even access the email address I provided you all with until I used my phone as a modem. Each time I file a complaint, I have to use my phone as a modem. I want you all to investigate them and make them pay back all my money that they have stolen and not provided services. Other customers within the area has told me their equipment does not work the same either. My friend asked my how to install her new HD box because they also told her that she would be charged for a technician to come out and hook her equipment up as well. It was not our idea to switch to HD, it was Vyve Broad band's idea. Also, they already have taxes and fees included in their prices then, they tax and charge the customers extra taxes and fees. They also charge the customers the extra taxes and fees that they are required to pay the government. That way, they are getting us triple what we should actually be paying. They were so nice while lying that the technician was on his/her way. They kept us believing that someone was actually coming out until it was too late to go to the local office to inquire about the appointment.

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[Ticket: # 1137171 - privacy policies and terms and agreements..Disney.com or Disney's Website..](#)

**Date:** 8/13/2016 9:51:13 AM

**City/State/Zip:** Fort Myers, Georgia 33908

**Company Complaining About:** AT&T

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## Description

copy right law and regulations help there needed to read obstruction of justice and right to freedom of speech, right to pursue peace and the right to know, here at Lakes Reg. Library also n the NFL.com and the MILB.com or MLB.com websites included were anything Arod.com and anything pertaining to anyone like him or connected to him at all even anyone wearing or soliciting pink undergarments and woman's clothing, even camisoles and then fans and marriage of and family who are fostered or privately or closed adoption and relationship there with sexual health and marriage particularly even middle eastern and their heritage and culture and even Asians and a privacy and terms and agree. policies issues with the Indian Americana pop culture and perception along with GPA score and GRE and SAT applciatiosn during the eighties or seventies and even for middle school my timing in the Township of Mtc. NJ 07043-07042. for privacy and terms and agreements and revisting with US Constitutiaon not abridged and and for helath care.."at your own risk" commetns here connected to anything health and church; broadcast regarding Bibles and religious priactices and belief, and the right to puruse peace, and the right to know, the right to freedom of speech, and also for fair credit polcies the CCCD or anything connected to Mtc. NJ accepting its own US Constiation for civil righgs for civilalins and bi racial families and blended fmailies and even out of towners and anyone relocating there or close to there, East Orange, NJ Newark, NJ and up toward Bloomfield avneu in upper mtc. or the Caldwells or the police communication and even now in Lee County FI or Fort Myers FL for anyone Sherriff's dept. online the website esp regarding Wink News the NFL on Television and the hacking or NFL players and even here in FI.>the Buccaneers and Tampa and Miami and for any Shoppe or purchase form any sports athletics college or paraphernalia thanks fans and family alike of H Junior Walker and officer Junior and anything the lee county courts that was dismissed upholding that in anything connected to the Lee county or US Courts, congress concerning wiretapping and recording of any information or broadcast or telephone wire or domestic wiretap etc. thank you even for personnel or personnel matters or matter or PTA or Human Resource or any consulate or Embassy here in the USA connected to the WTC or NY< conn, NJ or FL the us Thank you end.

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**Ticket: # 1137271 - CenturyLink**

**Date:** 8/13/2016 12:13:59 PM

**City/State/Zip:** Seattle, Washington 98126

**Company Complaining About:** Centurylink

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## **Description**

CenturyLink service has been down for me for 3 days (submitting via my cellphone data). I attempted to search for known issues prior to calling. I found I have been lucky to only be out 3 days. Some people in West Seattle have been out for a week. CenturyLink has been giving everyone different answers, even going so far as to blame the individual modems and taking days to send out a tech. Meanwhile, they've also made multiple promises for service to be back up and running by X time on Y date, and have failed to meet every timeline. Today, my search for an update revealed this is an issue in multiple places across the country. CenturyLink is lying to customers as a regular business practice. I complain for their customers as a whole, not just my individual experience.

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**Ticket: # 1137791 - RE: Request received: Fraud ulent use of Internet**

**Date:** 8/13/2016 10:03:30 PM

**City/State/Zip:** Coos Bay, Oregon 97420

**Company Complaining About:** Circle Internet Financial, Inc., Boston, Massachusetts

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## **Description**

This is a follow-up to your previous request #1054146 "Fraud ulent use of Internet"

I have heard nothing from you about this complaint. What is

happening?

(b)

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**Ticket: # 1137675 - comcast contractor**

**Date:** 8/13/2016 6:28:38 PM

**City/State/Zip:** Lavergne, Tennessee 37086

**Company Complaining About:** Comcast

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## **Description**

Comcast subcontractor tried to bore my pproperty at (b) (6) w lavergne ttennessee and did not ssufficiently restoresurface

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**Ticket: # 1137741 - complaint of telemarketer**

**Date:** 8/13/2016 7:58:43 PM

**City/State/Zip:** Waterford, Wisconsin 53185

**Company Complaining About:** Tds

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## **Description**

For years I have been asking the company Card Services to stop calling me. They call my home phone and now my cell phone. They start by saying This is Rachel from card services, I tell them I am on the no call list, sometimes they hang up other times they keep talking you have to hang-up. I try and call the number back and no matter what number they use it's always disconnected.

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**Ticket: # 1137902 - Poor Service****Date:** 8/14/2016 8:31:33 AM**City/State/Zip:** Sausalito, California 94965**Company Complaining About:** Comcast

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**Description**

I have consistently had service issues with Comcast and have repeatedly called them out to service my apartment with no success. The signal is always waxing and waning making it difficult to get anything done. I have been lied to! Told it was my fault! Had numerous arguments! Countless hours of arguing on the phone. And this last incident their service agent literally got in my face and tried to stare me down like he wanted to intimidate me. They are constantly out here providing poor service and the entire neighborhood has complaints about them. They refused to replace the shoddy wiring or equipment!



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**Ticket: # 1138017 - Internet**

**Date:** 8/14/2016 12:59:08 PM

**City/State/Zip:** Charter Township, Michigan 48036

**Company Complaining About:** Comcast

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## **Description**

I have had issues with my internet for I et a year maybe 2. I have had a lot of technicians to my house. They have stated they replaced lines and all and I have had 2-3 modems sent to me. They internet is interrupted all the time. My phone is always In 4g mode making me pay more for my phone bill. I am in school and I can't use my home internet because in the middle of anything my internet stops working. I have called, complained, and did everything I can do. I am so frustrated. I have paid my bill and I am currently in a contract and if I go elsewhere I have to pay a termination fee which is not fair to me. All I have is internet and cable and I have horrible service with both.

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**Ticket: # 1138047 - Cable Leakage**

**Date:** 8/14/2016 1:39:01 PM

**City/State/Zip:** Houston, Texas 77064

**Company Complaining About:** Comcast

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### **Description**

Comcast / Xfinity has had a cable leakage issue in my area for 7 days. They are sending a technician to look at it tomorrow, but, no guarantees it will be repaired.

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**Ticket: # 1138048 - Bad service from Comcast**

**Date:** 8/14/2016 1:40:59 PM

**City/State/Zip:** Shamong, New Jersey 08088

**Company Complaining About:** Comcast

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**Description**

My modem and cable box freeze due to poor signal quality.

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**Ticket: # 1138071 - premium tech**

**Date:** 8/14/2016 2:08:30 PM

**City/State/Zip:** Upperco, Maryland 21155

**Company Complaining About:** Comcast

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## **Description**

my laptop suddenly got a message on the screen that i needed to call (b) (6) to remove a virus and that my information was vulnerable. They asked for access to fix the computer and I allowed that. They started asking for personal info and credit card information. When I refused they became irate and I hung up on them. They have called back several times from (b) (6). I quickly changed all of my passwords and blocked the # from my phone. I see a lot of other people have been having the same thing happen. Very scary as I could easily have given them my info because I am (like most of us) not a "computer person".

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**Ticket: # 1138172 - North Atlantic Treaty Organization Italy Conference 15 August 2016**

**Date:** 8/14/2016 4:42:09 PM

**City/State/Zip:** Los Angeles, California 90061

**Company Complaining About:** Problems With Gmail From A (b) (6)

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**Description**

I the owner of the FCC require the FCC to Report all phone conversations from the government and from private parties to the government regarding the Conference that is to occure 15 August 2016,  
2, Records sent to or from government Officials regarding the Conference are to be a FCC report,  
3, The recited information of the Conference is to be a FCC Report,  
The Proceedings regarding the Acknowledgement are to be a FCC Report,  
4, the Two or Three N.A.T.O. proceddings from 1977 to 1995 regarding the litigation of the Untied States Court of Federal Claimis and N.A.T.O. and Danny M. Wells are to be a FCC Reports.  
5, NOTE All phone calls by Danny M. Wells that have been to or about N.A.T.O. and or Judge Firestone of the United States Court of Federal Claims from a public phone , private phone or cell phone from 1974 to 2016 are to be a FCC Report, the date of the call is the date other records are to be gathered about NATO and Danny M. Wells from 30 days before to 30 days after the call, the communications are to be a FCC Report.

8. The FCC is to enter all these records into the 15 August 2016 Conference , (a) The FCC records of other N.A.T.O. conferences is to be sent to JUDGE Firestone of the United States Court of Federal Claims.

9. The Firestone record of the 1977 to 1995 N.A.T.O. proceedings are to go to N.A.T.O. from the FCC for the 15 August 2016 Confernace and to the 50 Supreme Courts of the several states to all the justices of the Supreme Courts of the states,

10. N.A.T.O. Italy is to serve the parties all the prior N.A.T.O. Confernaces regarding the litigation of Danny M. Wells wherein the confenace occured between 1977 to 1996. this service of prior N.A.T.O. itlay proceedings is to be a FCC report.

The Secretary of the State of California is to Serve upon the parties of the 15 August 2016 Conference the FCC reports,

11. This is the FCC record and this FCC record is a Public Record for OPI ocean properties , a party to the 15 August confernace, as well as the Los Angeles county sheriff depart, and the Los Angeles City Police Departmant

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**Ticket: # 1138217 - internet virus**

**Date:** 8/14/2016 5:54:18 PM

**City/State/Zip:** Paradise, California 95969

**Company Complaining About:** Comcast

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## **Description**

a virus came into our computer tying up our system. " hal.initization fail 50". the virus outfit wanted money to relaese us!! they gave this phone number( (b) (6) ) we used our house call tech to get rid of the locked system. can you go after a person,or persons for this CRIME ??? THANX,

(b) (6)

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**Ticket: # 1138263 - Poor connectivity**

**Date:** 8/14/2016 6:51:27 PM

**City/State/Zip:** Lansing, Michigan 48906

**Company Complaining About:** Comcast

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## **Description**

This problem has been on going for approximately the last year and a half. My connection will drop and reconnect constantly. I monitored it a few days ago, and it disconnected and reconnected one hundred and eleven times over the course of 60 minutes. I've done everything from replacing my modem and the lines in my home, to having multiple techs come out. Typically when calling comcast to resolve this issue, I can expect to be on the phone for 1-3 hours between being hung up on, and being transferred without notification. Also, I've had tech appointments, that I took time off of work to be home for, that never even showed up. The most recent tech to come out confirmed my suspicions when he checked the signal on the pole outside of my house, and told me that the signal was higher than what is considered acceptable. He told me a "bucket truck" would be arriving in the next day or two, to fix the problem. A week later and the problem persists. When trying to get a credit for the service I've been paying for for more than a year and not receiving, comcast tells me they have no way of confirming that there is a problem, and will not credit me. I've been calling in at least twice a month for the last year and a half, which they should have a record of, and also they should have some kind of record of my modem constantly losing connection. As I said before, I tracked it recently, and it lost connection 111 times in 60 minutes. Comcast clearly has no intention of fixing this problem, or reimbursing me, please help. I would go with another cable company if I had the option, sadly, Comcast is the only cable provider for my area.

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[Ticket: # 1138380 - Amazon.com vendor spam.](#)

**Date:** 8/14/2016 9:32:51 PM

**City/State/Zip:** Chicago, Illinois 60661

**Company Complaining About:** Rcn

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## Description

Amazon.com keeps spamming me with requests for feedback from their vendors and there is no "unsubscribe" link. I've sent them an email asking them to stop it, but I've just received another email. I asked them over three days ago to remove me from their spam list.



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**Ticket: # 1138385 - Interference****Date:** 8/14/2016 9:47:49 PM**City/State/Zip:** Bartlett, Tennessee 38135**Company Complaining About:** AT&T

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**Description**

I am the neighbor of a person that just installed a 45 foot ham radio antenna . Before the neighbor moved in, we had lived at our residence for 3 years and never, never had an issue with WIFI or TV service. After the neighbor moved in and installed a ham radio antenna we now have no service.

AT&T stated that we went from a strong signal to no signal within a months time.

I contacted the consumer complaint for this antenna they installed for Bartlett tn and they stated that the only one that can do anything is the FCC because they regulate the HAM radio antennas.

There has to be something we can do regarding this. How is someone allowed to install this in a neighborhood and distrupbt everyone's Internet and tv?

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**Ticket: # 1138484 - political censorship**

**Date:** 8/15/2016 8:41:22 AM

**City/State/Zip:** Fredericksburg, Virginia 22407

**Company Complaining About:** Verizon

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### **Description**

ABC News (on their website) is unfairly censoring public comments. Specifically, ABC News is deleting comments that cast doubt on the Democrat Party policies and ABC News is banning the public members who make such public comments. Bottom line = political censoring.

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**Ticket: # 1138543 - please refer the attached document**

**Date:** 8/15/2016 9:49:40 AM

**City/State/Zip:** Providence, Rhode Island 02908

**Company Complaining About:** Cox

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## **Description**

To whom it may concern,

My name is bhavini bhavsar

And I have a complaint against my internet service provider COX communications. The account number associated with COX is 6610079945612. And the service is located on 32 Gention Avenue North Providence RI 02908, since August 2014.

I have been given complaint against my service provider in the beginning of this year 2016. But it has forced me to come back to the FCC complaint page because I did not see any positive outcomes of that complaint which I have been given to you earlier. The issue is still the same. Please find the following details for your reference.

A week ago when I was having connectivity issue form 30 July to 1 August 2016, I have consulted COX representative over phone and they have fix the appointment of technician to solve the connection issue at above given residence. Here, I want to clarify something that the internet connection was showing online but only I was not able to browse any web pages during those time period. However, Cox technician has fixed the connectivity issue by replacing the old modem which I was using for two years since August 2014 at above given residence.

After replacing modem, I have found out something recently that the old modem I was using for two years at above given residence is being used somewhere else in another location using my COX account number, Wi-Fi user name and passwords and pretending to be myself, bhavini bhavsar.

While I am the only one person residing at above given residence since August 2014. I also want to notify that I am suspecting that under my one account there have been created many usernames of same name of mine "bhavini bhavsar" and it is been given controlled in different states of US as well as I also suspect that it is being given to another country too in different time zone.

I want to add something here that the old modem I was using for two years which has been replaced in a tricky way by COX technician on dated 1 August 2016 are still in used somewhere else by others for negative purposes using my identity. Because I have made complaint to FCC few months ago and that modem has an important evidence what has happened until now using my internet connection. Because I have noticed today that when I have restored my system on previous point and afterwards when I was trying to connect to the internet through Wi-Fi, my Wi-Fi username which I have set up of my own was showing no 2. So I am suspecting that many Wi-Fi usernames and passwords under my same name have been created using my registered email account and phone number. And I am requesting you to investigate further in this direction.

The modem I used to have for two years until 1 August 2016 details are given below for your reference:

Modem: NETGEAR

Wi-Fi default username: DECE2

Wi-Fi set up username: DEC20 or DEC79

Default Password: 3HW14BWJ06409

MAC Address: A42B8C32B388

The modem which was replaced on 1 August 2016 details are below:

Wi-Fi default username: D7172C

Wi-Fi set up username: DEC20 or DEC79  
Default username: 3HW146WD069A4  
MAC Address: 6CB0CE50DD20  
Registered COX email: bhavinibhavsar@cox.net

I want to add something that the given registered email from COX I have been using for two years since I have started service at the above given residence. But few months ago when I was having serious issue with my internet connection and when I have given complaint to FCC. The COX representative has created another COX email and COX user id in my account. And that email was bhavini.bhavsar@cox.net. And username might be "bhavini bhavsar" or "bhavini" or "gona" or "bhavi bhavsar" or "bhavi". I am not sure about. But I want you to check if under my name apart of the above given username and email have been created without my concerned. Because I have been using the old username and email until now which was created two years before. I also have the same security pin which I have given at the time of taking connection. In exception I was keep changing my security pin and security questions and username password for safer side every day.

But, here I have a doubt that whenever I have tried to change my security pin, security questions and used different passwords, my internet connection always takes me to a different states or in another country in different time zone. It seems like particulars sets of passwords I am using with COX account as well as on MSN and AOL accounts are assigned to some bunch of group who are working for IT sectors in different countries to commit crime. And I am requesting you to investigate.

I also want to add that the COX tech support chat system I often used to solve the connectivity issue is being used to update status of mine on any of social networking website, or to communicate with different people to whom I never knew, using my internet connection and COX tech support chat window as well as MSN tech support chat window. Some bunch of groups are highly active to create false stories using my identity and spreading foes over online using my internet connections and my email accounts and phone number since last three years. Here, I want you to know that I do not have any social networking profile over Facebook since last three years, I have been created in past and I was having only one unknown friend in it but some bunch of groups are not letting me to add my known people in my list and breaking my communications in last three years, which Facebook account has been canceled long time ago.

I also want to add here about my MSN accounts I do have since long time is having issue receiving emails from the people I was trying to reach. So I believe that my all MSN accounts are compromised and my emails are being diverted to different server instead of reaching to me. The same thing is happening with my AOL email accounts too. Because everything is linked to COX internet connection.

The email accounts are given below:

bhavinibhavsar@live.com	bhavini.bhavsar@live.com
bhavini-bhavsar@hotmail.com	bhavini.bhavsar@hotmail.com
bhavini-bhavsar@outlook.com	bhavini.bhavsar@outlook.com
bhavini79in@hotmail.com	bhavsar.bhavini@aol.com
bhavinibhavsar@aol.com	bhavini.bhavsar@aol.com
bhavi.bhavsar@aol.com	bhavsar.bhavi@aol.com

I also want to add something here that my communications over my phone is also being broken, and I have been given complaint against my service provider T-Mobile last year in 2015 as well as in the beginning of this year too, but I want you to know that it's not been solved yet. I am still having issue receiving phone calls and text messages who are trying to reach me. Here I want to clarify that I have a doubt that no matter I am using phone service from T-Mobile but COX is interfering in my phone service too. Because I do not have active Phone service with COX communications but only I have an internet service since last two years. So I am requesting you to investigate further against COX as

there are higher chances that COX is involve in breaking my communications over phone, because my phone number 401-855-9360 which I am using with T-Mobile service provider has been given to COX as a contact info.

I have few more things to add about which I will update later, when I do remember.

I hope the above is in clear.

Thank you.

(b) (6)

---

**Ticket: # 1138672 - misrepresenting**

**Date:** 8/15/2016 10:59:29 AM

**City/State/Zip:** Deltona, Florida 32738

**Company Complaining About:** This Is Not A Problem With My Cable Provider

---

**Description**

claaaim I have virus and they can fix if I give them access. Claim they are Microsoft . COE (b) [REDACTED]  
[REDACTED] on July 16,2016. Same problem, ..(6).....aug  
13,2016 Adhrit Tech or iTech IT Serv Buffalo NY (b) (6) [REDACTED]

---

**Ticket: # 1146803 - service interrupted by area wide outages frequently**

**Date:** 8/18/2016 4:35:51 PM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

---

### **Description**

my service is out chronically due to area wide outages. The issue is not being addressed properly by Comcast at (b) (6) Fort Lauderdale, FL 33304

---

**Ticket: # 1138812 - Time Warner Pop Up Notification / International Calls**

**Date:** 8/15/2016 11:58:04 AM

**City/State/Zip:** New Lebanon, Ohio 45345

**Company Complaining About:** Time Warner

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**Description**

The consumer is upset that Time Warner payment reminder is causing his computer not to function properly. He is unable to access his spyware, and perform other communications functions, such as paying bills on line, because TWC pop up notification is preventing him from doing this. The pop up payment notification is also slowing down the speed as well.

The consumer states he is able to speak clearly with TWC Phillippine CSR and there is no signal distortion. However, there is a signal distortion when he wants to speak with his wife in the Phillippines. Sometimes when the call is being placed, there is other background noise on the line such as music playing, other people speaking, and etc. Why is this occuring? This problem has not been addressed by TWC.

Anyone can receive a message that say, "The subscriber is not on the line" because the person's phone is usually turned off. I am not referring to this as my inability to speak with my wife on the phone.

Resolution:

Please remove the pop up payment notifications.

I need to know what can be done in order for me to communicate with my wife.



---

**Ticket: # 1139151 - complant against ubuntu**

**Date:** 8/15/2016 1:43:25 PM

**City/State/Zip:** Lansing, Michigan 48906

**Company Complaining About:** Linx

---

### **Description**

i have three major complants 1-the company is attempting to make me pay \$200 for tech support,2-i was hung up on fifteen time3-i feel was treated very unfairly im requesting that they assist me in unistalling ubuntu from my computer

---

**Ticket: # 1139213 - Re: [centuryLink.com](#) and [embarq.com](#)**

**Date:** 8/15/2016 1:58:47 PM

**City/State/Zip:** Henderson, North Carolina 27536

**Company Complaining About:** Centurylink

---

## **Description**

This is a follow-up to your previous request #1028096 "[centuryLink.com](#) and [embarq.com](#)"

In you final letter, you advised that I take this complaint up with the subject company. I started out taking this matter up with the subject company which resulted in being given numbers to call that were non-existant. I wrote to the FCC because I could not get a rational response from the subject company. If I cannot get at least a reasonable answer from the subject company I will be forced to litigate or maybe to go public with my problem. I have been working with this problem over a period of years.

---

**Ticket: # 1176463 - Mismanagement of internet account by AT&T**

**Date:** 9/4/2016 11:44:11 AM

**City/State/Zip:** Alvin, Texas 77511-8859

**Company Complaining About:** AT&T

---

## **Description**

-First, I can only assume a business would consider me a preferred customer. I say this because my accounts (wireless and U verse) are paid weeks in advance of the due date and my accounts normally carry a credit of \$200+. My complaint began after a service upgrade was requested.

-On Friday, September 2, 2016 my wife called sales for service upgrades: Upgrading our U verse internet from 18 to 45 megabytes and installation of Direct TV CHOICE package (excluding NFL and premium movie channels) on Monday, September 5, 2016. At that time we were advised that our internet service would be interrupted on the day the installer would arrive (Sep. 5th).

- On Saturday, September 3, 2016 at 6AM when my wife tried to use her computer to do college homework and I was trying to complete online tasks for my office we discovered that our service was not working. After calling in for tech support, we were informed that 'someone' had placed a cancellation notice for our internet instead of the upgrade. At approximately 6:15AM I spoke to a U verse Tech Support Representative who informed me that my services had been cancelled by 'someone' in the sales dept. She finally transferred me to a supervisor after demanding to speak to one for over 15mins. After an hour on the phone I was finally able to speak with the supervisor who explained it was an internal error in regards to how the work order for the internet upgrade was input. To resolve this, the supervisor explained that she had to submit a work order to reestablish our current service, which nullified the work order for the internet upgrade and Direct TV installation. The supervisor also related that we would have to call and speak with sales to have the upgrade/installation work order replaced in the system.

- Later on this same morning, We called to the sales department approximately three minutes after they opened and we were called told by the customer service representative that a sale supervisor was too busy to speak with us.

- Approximately one and a half hours later we called back and explained to the representative that answered that we wanted to speak to a supervisor and since we wouldn't explain our problem to him he hung up on us.

- Around 1130AM we again called the sales department and explained the problem and the representative refused to let us speak to a supervisor and was trying to resolve the issue. However, she wanted to begin the negotiation process all over again instead of leaving the existing work-order as previously negotiated. After getting frustrated we informed her to cancel the Direct TV install and she said she was going to cancel all our services and so I got a little out of hand and used some curse words to explain that was her problem all along - she is not listening to what we are saying. Our dialogue spiraled quickly downhill following this and the call was ended.

- Following the last call, we called U Verse tech support and upgraded our internet services directly through them and resolved our concerns, despite the worst efforts of the aforementioned

representatives. It was discovered during this call that my account had been restored but at half the speed I had been paying for, which begs to question how long this would have continued had I not called back to follow-up on the matter.

---

**Ticket: # 1130401 - Internet Services**

**Date:** 8/10/2016 9:22:56 AM

**City/State/Zip:** Fulton, Maryland 20759

**Company Complaining About:** Comcast

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## **Description**

We have had a few disruptions in service over the past couple of months that have have not been the result of inclement weather.

---

**Ticket: # 1139565 - I've been scammed**

**Date:** 8/15/2016 4:02:46 PM

**City/State/Zip:** Lauderdale Lakes, Florida 33319

**Company Complaining About:** Pearson Research, Inc.

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## **Description**

I got a postcard in the mail from company called Pearson Research asking me to contact them on line to be employed in the field of data research. I answered the add on line and applied for the position giving them all my information, address, telephone number, social security number and date of birth.

Today when I tried to get back on he site I was unable to sign in and when I called them on the phone

(b) (6) what I got was some marketing foolishness saying that I had earned a \$10.00 Visa girt card and to go and pick it up in person somewhere out of the State of Florida where I live their on-line address is pearsonclinical.com. Please investigate and advise me because they have all my information. Thank you and regards

(b) (6)

---

**Ticket: # 1139910 - Total lack of service from comcast**

**Date:** 8/15/2016 5:56:28 PM

**City/State/Zip:** Clay, Michigan 48001

**Company Complaining About:** Comcast

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## **Description**

I have had several appointments regarding my internet service. Each tech tells you something different. The last one replaced my modem, set up 2 wifi connections one for faster service and one for distance. He also stated I needed a new outside cable from the pole, too many customers on one connection but nothing was done. I called again and an appointment was made and I was given a confirmation number. No one showed. I called and was told I never had an appointment even though I had the number and name of the person. After several return calls, they finally admitted I did have an appointment that no one showed for. Now I have to stay home another day for another appointment. I am tired of the poor service that is known nation wide. Tired of being called a liar and spending my hard earned money on a poor service. I have no other cable options where I live. Why is the government not regulating Comcast more. This is a common complaint I hear all the time.

---

**Ticket: # 1140033 - private interests suppressing my contact information on the web**

**Date:** 8/15/2016 6:54:36 PM

**City/State/Zip:** Bradenton, Florida 34202

**Company Complaining About:** AT&T

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## **Description**

Spokeo and WhitePages have consistently suppressed my directory information online.

(b) (6)

Seattle, WA 98101

Even TransUnion, a major credit reporting agency misrepresents my address as my family residence in Illinois (when I was 18 years old and younger and didn't have credit).

My collegiate alma mater, Princeton University, has the phone number (b) (6). I tried to get a reverse phone report from WhitePages and agreed to pay for a subscription but they lock me out from getting the report.

I am a high net worth single gay male.

Please help me.



---

**Ticket: # 1140127 - Xfinity Comcast Internet service unreliability and outage****Date:** 8/15/2016 7:44:54 PM**City/State/Zip:** West Orange, New Jersey 07052**Company Complaining About:** Comcast

---

**Description**

I work from home and rely on Internet connection during working hours. For the past two weeks, I have been experiencing intermittent Internet interruptions and have had to reset Comcast's cable modem several times a day. On Friday, August 12, 2016, I completely lost Internet connection so I contacted Comcast for assistance. The Comcast Call Center Analyst connected to the modem remotely and stated that there was nothing wrong with the modem or the line. After explaining several times that I did not have Internet connection, they attempted to reset the modem remotely but could not connect to it so they had me perform a hard reset of the modem - which brought the Internet service back online. The Analyst was about to hang up the phone when I requested and insisted to have a technician sent to my house because I should not have to be resetting the cable modem often, so the Analyst scheduled for a technician to come to my house on Sunday between 7:00 AM and 9:00 AM Eastern Time. On Sunday morning I woke up at 5:30 AM Eastern Time to ensure that I would be ready in case the technician would come to the house earlier than 7:00 AM. I was distracted writing a report and noticed that it was 10:30 AM Eastern Time but the technician did not call or rang the house bell so I called Comcast and was informed that the technician called and stopped by the house but "nobody" was home. I complaint about it and told them that I was up since 5:30 in the morning and nobody called or rang the bell - the supervisor insinuated that I was lying. I challenged her comments by requesting a copy of call logs showing that the technician called my house but she could not produce such logs. In turn, the supervisor stated that she was going to call me back within an hour because she was going to attempt to get an appointment for me. Today, Monday, August 15, 2016 at 6:21 PM, I received an automated phone call confirming an appointment for August 16, 2016 between 5:00 PM and 7:00 PM Eastern Time - which is within the time that I go to physical therapy. I then selected the option to speak to an operator, who informed me that they did not have availability until the weekend. I explained my situation (that I rely on Internet service to work from home) and asked to escalate the ticket, but the operator did not have the option to escalate the ticket.

---

**Ticket: # 1140285 - Internet service**

**Date:** 8/15/2016 9:05:57 PM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Mediacom

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## **Description**

Internet service provided by mediacom continues to not work. Our home has all new wiring and new modem. Several technicians have come to our home and believed to have solved our problem. Each tech giving us a different reason why it wasn't working. The problem persists everyday dropping down to 25mbps and then sometimes nothing at all. Several of our neighbors are experiencing the same. I have talked to several people on desperate occasions claiming that they are sending someone to fix it because there was an outage in our area but there always seems to be an outage. We continue to pay for our service asking that this issue be resolved. We pay for 100mbps but month after month don't get it and when we call customer service our call is lost.

---

**Ticket: # 1140671 - Comcast Internet**

**Date:** 8/16/2016 8:52:47 AM

**City/State/Zip:** Wellington, Florida 33414

**Company Complaining About:** Comcast

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## **Description**

I have been unable to get the proper internet service from Comcast due to issues with the line constantly dropping up and down, they are not able to troubleshoot my issue over the phone since the only thing they can do is reset the modem, this is something I can do from my end and it does not make a difference. When I ask for a Technician they give me the run around and tell me they cannot send a Tech on the same day and that I have to wait when available, which means I can be without internet for days until they decide to send someone out, also when I call im told my modem is outdated and other times they tell me it is up to date and compatible, I cannot believe that I have to go and spend \$80 to \$100 dollars every time they claim that do to an update on their service I have to purchase a new Modem or forced to use their equipment for a monthly rate.

---

**Ticket: # 1140702 - Internet out**

**Date:** 8/16/2016 9:22:41 AM

**City/State/Zip:** Queensbury, New York 12804

**Company Complaining About:** Verizon

---

### **Description**

7/30/16 internet stops working, called Verizon for a service call. Tech shows up 8/2/16, replaces modem. 8/10/16 internet out again, service ticket scheduled for 8/12/16, NO CALL/NO SHOW. Called Verizon 8/13/16 another service ticket scheduled for 8/15/16, NO CALL/NO SHOW. 8/16/16 Called Verizon again and is told its all part of an outage. I have been calling Verizon since 7/30/16 and no one has told my internet problem was because of an outage but I was told that this morning at 8:46am, 8/16/16. I feel like I am getting the run around and I am paying for services I am not receiving. Verizon wants their money every month but doesn't care what kind of services they deliver to their customers.

---

**Ticket: # 1152081 - Frequent Outages**

**Date:** 8/22/2016 1:16:39 PM

**City/State/Zip:** Bensenville, Illinois 60106

**Company Complaining About:** Comcast

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### **Description**

Regular outage of internet up to 6 hours a day. It becomes a norm recently. This is outrageous and affecting businesses. I wish I can sue Comcast for the lost of businesses.

---

**Ticket: # 1141919 - Charge me to get money**

**Date:** 8/16/2016 4:03:19 PM

**City/State/Zip:** Martinsville, Virginia 24112

**Company Complaining About:** Centurylink

---

## **Description**

I was checking my facebook page and someone, pretending to be one of my contacts. sent me an instant message on how to get free money from "Federal Government and Private Grant Foundation" by paying them 5% of the total amount I would need. The name they gave is (b) (6) and the phone number is (b) (6) .

---

[Ticket: # 1142774 - AT&T Uverse service fails routinely.](#)

**Date:** 8/16/2016 10:42:36 PM

**City/State/Zip:** Magnolia, Ohio 44643

**Company Complaining About:** AT&T

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### **Description**

After a lengthy 10 month process of repair, AT&T is unable to restore internet service and sustain delivery for more than 5 consecutive days. I am seeking monetary reimbursement for services undelivered.

---

**Ticket: # 1142131 - Internet**

**Date:** 8/16/2016 5:00:12 PM

**City/State/Zip:** Aliquippa, Pennsylvania 15001

**Company Complaining About:** Comcast

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## **Description**

I have been a valued customer at Comcast however I have had connection issues for 3 months now and they are not making me feel like they care. The bill is paid on time and I always have to wait days before a technician comes and it works for a week and then it stops again. The company has given several credits however the problem still exist and they are not trying to fix it.



---

**Ticket: # 1142173 - Internet fraud**

**Date:** 8/16/2016 5:12:25 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Aol

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## **Description**

My screen has just been taken over by a message that says:

"Your computer has been blocked. Your information has been compromised [then listing different kinds of information such as credit cards and bank accounts]. Call us immediately at (b) (6) [REDACTED] If you close this page before calling us your computer will be disabled."

---

[Ticket: # 1142493 - hidden docs i keep finding on my computer](#)

**Date:** 8/16/2016 7:14:17 PM

**City/State/Zip:** Dallas, Texas 75228

**Company Complaining About:** AT&T

---

## **Description**

these documents i keep finding running in the background on my computer what is the nature of these, first discovered in 1999. its like internet stalking

---

**Ticket: # 1142511 - Comcast Wireless problem****Date:** 8/16/2016 7:25:49 PM**City/State/Zip:** Auburn, Washington 98002**Company Complaining About:** Comcast

---

**Description**

Comcast/Xfinity appears to have installed some new wireless equipment in my neighborhood about a year ago. I know this, because about that time all wireless devices at my home started showing an available network with an SSID of "Xfinity". The problem started shortly thereafter. Every 15 to 30 mins, all wireless devices currently active on my property get disconnected from whatever hub they are connected to and attempt to connect to this Xfinity device. Unfortunately, I am not a Comcast/Xfinity customer, so the attempt is doomed to fail. However this is EXTREMELY disruptive to all the wireless users on my property and I want it fixed. I called Comcast and asked them to find this and fix it, but they told me they could not help me and that I had to put "Xfinity" in the "do not connect" list for every wireless device. I explained this was not acceptable and told them I was going to complaint to the FCC and then hung up the phone. They then called me back and told me they could escalate this problem and took my information. I do not trust them to take care of this problem, so I am writing this complaint to make sure it is taken care of.

---

**Ticket: # 1142576 - Unwanted material**

**Date:** 8/16/2016 7:54:44 PM

**City/State/Zip:** Mcfarland, Wisconsin 53558

**Company Complaining About:** Yahoo

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### **Description**

Yahoo keeps on flooding me with junk from the Olympics and I keep on hitting the unsubscribe button which does not work. There is no way of replying to them unless I write to their California address.

---

**Ticket: # 1142672 - At&t \$190.00 bill**

**Date:** 8/16/2016 8:55:35 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Frontier Communications

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## **Description**

I ported out my iphone cell number immediatly after my text were invaded by someone. Tene Burse sent a letter and there was another name and number to call instead of her which I did call. I reached the office of the president and they have done nothing to compensate or correct the problem instead they are still charges me The extra fees. Also my wifi shuts off about every 10 min.. Please see the photos attached and I am not connected to At&t now. They suspended the account and my ipad still will not stay connected to the interenet. THE WIFI SHUTS OFF AUTOMTICALLY.

---

**Ticket: # 1142706 - Reoccurring Interruptions/No credit given fir Interruptions**

**Date:** 8/16/2016 9:34:11 PM

**City/State/Zip:** Birmingham, Alabama 35206

**Company Complaining About:** Bright House

---

### **Description**

I reside in a HUD apartment complex for the disabled/elderly and the realty company SPM has a agreement with Bright House to provide cable/internet for there rental properties. Bright House are cheating us because they give bad internet services. Every day there are interupptions and credits are not given when service is lost. When I ordered the service U was told I would get a discount for being disabled but that was a lie.

---

**Ticket: # 1142752 - Microsoft is still Forcing Customers into Windows 10**

**Date:** 8/16/2016 10:20:46 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17108

**Company Complaining About:** Comcast

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**Description**

DPC Watchdog Violation

Microsoft has created a virus called "DPC Watchdog Violation" to force people into downloading Windows 10. I have never had this issue before, and in just one night, I have gotten this "DPC Watchdog Violation" numerous times, to many to count. Microsoft is hell bent on forcing people to download Windows 10. After the "DPC Watchdog Violation" message appears, customers have to restart computers, after being online for less than five minutes, then after the restart, a message from Microsoft pops up, wanting that information to be sent to them. I find this all suspicious. As I said before, I have never received this issue before even with all the other operating systems. I find it highly suspicious that due to customers saying "no" to Windows 10 that all of a sudden, customers are online/youtube, upset that they are being forcibly restarted after five minutes online. Can someone from the FCC Consumer Center look into this. Just check on youtube. Can Microsoft be stopped? For me, I have noticed that when I go onto Youtube for two minutes, I receive the error message. My system is up to date. I have noticed that when I am on a site like yours, nothing, but as soon as I go onto Youtube then the message pops up. Microsoft knows that Youtube is first place that the majority of their customers go, for assistance, why because, they as well as me no longer trust them, due to their tactics with Windows 10. On behalf of all Microsoft customers please help! Thanks

Ticket: # 1142825 - Time Warner Internet Complaint

**Date:** 8/16/2016 11:31:25 PM

City/State/Zip: Laredo, Texas 78045

**Company Complaining About:** Time Warner

## Description

My package includes a 50 mgps package yet the service provider time warner cable keeps throttling the internet to where the speed is reduced SIGNIFICANTLY to 3 mgps. This practice has continued even after repeated complaints to the service provider, which is time warner cable.

## Why are there not other Internet Service Providers in my

[illegible]

Thank you

(b) (6)



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**Ticket: # 1142893 - Loud commercial**

**Date:** 8/17/2016 1:47:44 AM

**City/State/Zip:** Anchor Point, Alaska 99556

**Company Complaining About:** 1959

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### **Description**

On 8/16/2016 at 9:26pm during the broadcasting of "seinfeld", a " Cal Worthington Ford" commercial was played at a much higher volume than all other programming , including other commercials. This has been going on for months and I am tired of turning the volume on my TV up & down. The channel was kyur cw 13-2 Thankyou!

---

**Ticket: # 1142895 - cyber stalking**

**Date:** 8/17/2016 2:23:34 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** Comcast

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## **Description**

i reported comcast. they called me back friday. they wanted me to go into the fire wall of the modem knowing that i moved out of tge neighborhood that i had this account. i called this bill back who called me from comcast friday. he refuses to call me back. i called tech support. i called corperate. i called everybidy. they all say that i need to get my own ip address to look up who was stealing my internet although they see that the singal was leaving my house and going back to my house. their own lawyers claim that they dont know what cyber stalking is or even heard of it. nobody wants to do their job. they told me to create a brand new account with them after moving away from my old address to get another ip address to track the hacker down.

---

**Ticket: # 1142901 - cyber stalking**

**Date:** 8/17/2016 2:45:28 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** AT&T

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## **Description**

i reported comcast. they called me back friday. they wanted me to go into the fire wall of the modem knowing that i moved out of tge neighborhood that i had this account. i called this bill back who called me from comcast friday. he refuses to call me back. i called tech support. i called corperate. i called everybidy. they all say that i need to get my own ip address to look up who was stealing my internet although they see that the singal was leaving my house and going back to my house. their own lawyers claim that they dont know what cyber stalking is or even heard of it. nobody wants to do their job. they told me to create a brand new account with them after moving away from my old address to get another ip address to track the hacker down.

---

**Ticket: # 1142902 - cyber stalking**

**Date:** 8/17/2016 2:48:31 AM

**City/State/Zip:** Muncie, Indiana 47305

**Company Complaining About:** AT&T

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## **Description**

i reported comcast. they called me back friday. they wanted me to go into the fire wall of the modem knowing that i moved out of tge neighborhood that i had this account. i called this bill back who called me from comcast friday. he refuses to call me back. i called tech support. i called corperate. i called everybidy. they all say that i need to get my own ip address to look up who was stealing my internet although they see that the singal was leaving my house and going back to my house. their own lawyers claim that they dont know what cyber stalking is or even heard of it. nobody wants to do their job. they told me to create a brand new account with them after moving away from my old address to get another ip address to track the hacker down.

---

[Ticket: # 1143075 - Facebook logon being required to view public\(business/government\) facebook pages](#)

**Date:** 8/17/2016 10:03:33 AM

**City/State/Zip:** Burlington, Massachusetts 01803

**Company Complaining About:** Comcast

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## **Description**

Facebook is interfering with the free and open browsing of the internet by requiring users to sign up on facebook to view public facebook pages. The popup screen cannot be closed it just scrolls down to the bottom of the screen. I do not want to join facebook and the fact that facebook can do this is annoying. This should be stopped immediately.

---

**Ticket: # 1143177 - Fraud Report**

**Date:** 8/17/2016 10:48:28 AM

**City/State/Zip:** Dowagiac, Michigan 49047

**Company Complaining About:** Frontier Communications

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## **Description**

From my talks with HughesNet, who supplies service thru Frontier Communications, it is apparent that they are purposefully defrauding customers in two areas, and that Frontier is complicit in this. First, they have over-sold their bandwidth thereby causing their customers to not receive the agreed upon service parameters. Second, they knowingly place their customers on crowded beams while shifting them around on their satellite(s) for the purpose of "preparing for a change to a new satellite" to be launched in the coming months.

This behavior is unacceptable and they must be called into compliance with honest business practices and our nation's communication laws. I ask the FCC to look into this issue.

Thank you.

---

**Ticket: # 1143555 - Frontier Customer Service re Internet**

**Date:** 8/17/2016 12:54:07 PM

**City/State/Zip:** St Petersburg, Florida 33714

**Company Complaining About:** Frontier Communications

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## **Description**

I have called numerous time re internet freezing/slow. Told because I was using msn.com as home page?? Finally after 3rd call they decided to send me a new modem. Rec'd modem but could not get internet - called tech - on line 3 hrs - tech put me on hold 20 min. - hung up - called back - new tech unable to resolve after 1 hr - I asked to speak to supervisor - supervisor said tech would be out on 8/17 8 - 12pm? I worked on system & got internet service up - called to cancel tech - I was told there was an issue with phone line (static/interruptions) so I said let's keep appointment - tech said okay. 9:30 called tech again, told tech be here by 12:00. 12:30 called again - Supervisor Lance said it was a field tech? He said it was because my DSL light kept flashing?? Would contact field tech to find out when resolved? Supposedly will call be back - I'm not holding my breath.

---

**Ticket: # 1143642 - AT&T Atlanta Account Slowed Down Intentionally Every Month by Provider**

**Date:** 8/17/2016 1:17:26 PM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** AT&T

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## **Description**

I pay for 600GB High Speed Internet Usage Allowance each month, yet AT&T continually slows down the wifi at this location/account EVERY month towards the end of the billing period. I have tenants that work remotely out of the home and this greatly disturbs their work product. Attempts to contact and work with AT&T have been useless, as they deny any involvement in the slow downs. It is clear that they are intentionally slowing down the wifi, as when I have been to the property, I had to disconnect the modem box everyday just to get ANY service.



---

**Ticket: # 1143680 - Unwanted Audio Interruption, painful to ears**

**Date:** 8/17/2016 1:23:26 PM

**City/State/Zip:** Topanga, California 90290

**Company Complaining About:** Frontier Communications

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## **Description**

Hello, I am an audio hobbyist, and as such I have a production-quality arrangement for my computer's audio. One need in particular for such a system is to not apply any filters to the audio path. This leads to extreme ear pain, even at low listening levels, when certain audio data is played. Typically, this audio is in the form of auto-play audio advertisements. The audio content in such advertisements is highly processed, resulting in extremely high decibel levels overall, as well as low frequency sound pressure levels, which would be filtered out by any consumer-design audio playback system. These sudden bursts of intense volume are deafening, and lead to physical pain that lasts far beyond the duration of the sounds. For clarity, this occurs when the overall playback gain is nowhere near its maximum; if it were anywhere near its maximum with these ordinary reference-quality desktop speakers, the pain would have been far more severe, and the resulting disability would have lasted even longer.

This occurs on the majority of news websites currently, due to their inclusion of autoplay videos which have audio tracks that are processed to maximize their decibels without any regard for the health of consumers. To make this worse, these are unsolicited audio advertisements, and consumers have never consented to such interruptions. To include any terms within the site's Terms of Service, buried in submenus on their help page, vitiates any anticipated claim on their behalf that users did give such consent, as such would not be knowing or voluntary.

These are batteries, under the common law of the United States and other existing commonwealth nations. It is within your agency's power to promulgate regulations related to unwanted audio interruptions caused by technological devices. Please do something about these injurious practices.

Thank you very much!

---

**Ticket: # 1143825 - Scam Email**

**Date:** 8/17/2016 1:59:34 PM

**City/State/Zip:** Grand Haven, Michigan 49417

**Company Complaining About:** Charter

---

**Description**

When I clicked on an email about a voice message, I got a "Mac Security" alert telling me to contact (b) (6) immediately in order to make sure my computer would not crash and all my data gone. When I called, I was instructed to log me in, so security staff could look at my computer and fix the problem. They need up telling me get a lifetime warranty for my Macbook and all Apple products at a cost of \$ 950. I got suspicious and hung up. I found out it was a scam.

---

**Ticket: # 1144355 - Dish Tv**

**Date:** 8/17/2016 4:15:50 PM

**City/State/Zip:** Longview, Texas 75605

**Company Complaining About:** Dish Network

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### **Description**

Local channels for Longview Texas Should be out of Tyler(which is 30 miles west of Longview)Weather comes from The west!!! Dish States that the FCC will not let The Tyler area stations be "beamed " to Longview and that the only stations that they can give ur ARE from Shreveport La. I think that I know that this is wrong, am I correct??

---

**Ticket: # 1144499 - T1 Line Issues****Date:** 8/17/2016 5:03:09 PM**City/State/Zip:** Bismarck, Arkansas 71929**Company Complaining About:** AT&T

---

**Description**

I have a dedicated t1 Line through ACC and I have been having issues with this line for an extended amount of time. I am currently having issues when the temperature changes, it rains, high amounts of humidity etc. Prior to the t1 installation I had phone service through ATT experiencing similar issues during similar circumstances. I have included photo graphs of some of the blatant issues we can physically see. If we can see these issues then who knows what they are failing to fix or adequately protect that are not visible. During these times we get such things as slow reception of phone (currently using VOIP) we get slow page loading, slow image loading, during the day we do not experience the same issues as we experience during more moisture prevalent times. Extended rain during the rainy season causes us issues. I have tried repeatedly to get them to fix these problems and they tell me "the circuit is open". I am requesting additional help in making sure that such issues as these are properly operational. The issues seem to be problems that would be directly related to moisture or some other physical problem interfering with the service. The image in the pictures was taken 8/16/2016 after a complete failure of the system resulted in a replacement of a switch on their side and a new smart jack on mine. Issues as in this picture are still left open to the elements. This is less than a mile from my property and in direct line with where my T1 is suppose to come through. If you look closely at the pictures you can see the water drops falling from the connectors on the wires. We had a tree fall on one of the main Att boxes and it was left there for well over a week.

(b) (6)

TTMedia

ACC Acct# (b) (6)

Physical Address of service:

(b) (6)

Caddo Valley, Ar 71923

Mailing Address:

(b) (6)

Phone: (b) (6)

---

**Ticket: # 1144742 - Persistent advertisement emails**

**Date:** 8/17/2016 6:21:53 PM

**City/State/Zip:** New York, New York 10128

**Company Complaining About:** Time Warner

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**Description**

For several months this business has been sending unsolicited emails to my work email. I have unsubscribed 2-3 times last months but these emails continue (see the latest email below).

.....

From: (b) (6)

Sent: Wednesday, August 17, 2016 6:08 PM

To: (b) (6)

Subject: Tailor & Seamstress - NYC

Hi there, as you may know, Alteration Specialists, is a 5 star, full-service alteration company that alters existing garments.

Our tailors and seamstresses work with both men and women. We have relationships with many luxury stores across NYC. No job is too little, large or complicated. We have 2 locations: 1) Uptown: (b) (6) and 2) Union Square: (b) (6).

We also offer in-home / office consultations - book an appointment thru our website (below) or call us.

This email is not regularly reviewed.

Best,

(b) (6)

Alteration Specialists | (b) (6)

Website

Unsubscribe

---

**Ticket: # 1144899 - Comcast shut off signal to cul de sac**

**Date:** 8/17/2016 7:47:12 PM

**City/State/Zip:** Elkton, Maryland 21921

**Company Complaining About:** Comcast

---

## **Description**

Came home from work and had a flyer on my doorknob stating Comcast had detected a loose or damaged wire. Service was fine morning of. Confirmed with 5 houses in cul de sac that all had same flyer. Confirmed with one neighbor they had seen Comcast technician working on the main box outside for cul de sac before placing flyers on each home. Myself and neighbors believe box and signal was altered and now we are being told technician must enter our homes to fix an issue that was created falsely.

---

**Ticket: # 1145111 - Violence in Workforce**

**Date:** 8/17/2016 10:19:01 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Centurylink

---

**Description**

Hello barista are experiencing Cyber-bullying and Wireless Harassment... Family and Freinds have made complaints to the L&I Labor & Industry

Hipaa Health Information Accountability violations are current. ..Beans & Brews and Starbucks are Solicitors and Baristas and Waitresses are not for Purchase. ..NO SOLICITATION

---

**Ticket: # 1145294 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 8/18/2016 3:59:01 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

---

## **Description**

Could you address the food/beverage debate. Could you shut off the monitors before my family and I walk into the kitchen, open up the cabinets and the refrigerator.

Could you shut off the monitors when my father and brother are at the supermarket.

Yesterday, I ate Seafood. I have a hard time eating the Seafood. I ate Seapak Popcorn Shrimp with Cocktail Sauce by the McCormick company. I drank Ocean Spray Cran Cherry juice. I ate sliced tomatoes with the shrimp.

My entire household eats Seafood. I have suggested my father and mother love to eat Seafood.

Could you not continue to allow the media to observe me while I approach food and drink.



---

**Ticket: # 1145413 - Internet & Home Phone Out****Date:** 8/18/2016 9:08:23 AM**City/State/Zip:** Bremen, Kentucky 42330**Company Complaining About:** AT&T

---

**Description**

Since July 28, 2016, I have been without Internet although I'm still paying the bill. My home phone has also been out most of this time. AT&T is aware but not doing anything to remedy the problem. Each time I call, it's 2 more days and it will be fixed - that's if I can talk to someone that I can understand. The speed of the internet is mediocre at best. When my son's internet (same property, in an apt) was disconnected (to fault of his own) he paid the bill but now they're telling us that he can't have Internet back. Well, two women told him a week and another said it couldn't happen. We never get straight answers about any of the issues and we are coming up on a month without service. AT&T is the most pitiful company when it comes to customer service and the sad part is, it's the only thing that this county has for service when you live outside of city limits. I have been on hold, transferred on the phone and on chat and never get answers. The part that makes this worse is that we have cell service with AT&T too but there is NO SERVICE in the area where we live so we are completely without communication.

---

**Ticket: # 1145875 - WiFi Jamming**

**Date:** 8/18/2016 12:19:45 PM

**City/State/Zip:** Port Angeles, Washington 98363

**Company Complaining About:** My Broadband Is Wave, Do Not Know Jammers But Wave And Olypen (which Uses Wave) Are The Only Cable Choices.

---

**Description**

Someone in close proximity to my address is jamming WiFi on my router. I am unable to link to a router on 198. This router is close to the computer and is working fine with three other devices TIVO and IPADS. It began with intermittent cutout and is now permanent. This can only be jamming which is illegal and your department.

---

**Ticket: # 1145954 - discrimination**

**Date:** 8/18/2016 12:38:55 PM

**City/State/Zip:** Middlesboro, Kentucky 40965

**Company Complaining About:** Time Warner

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## **Description**

someone is broadcasting a signal over wifi services . they hacked into computer to beat a discrimination charge and sexual harassment. it is some irs federal employees. they are on my job as well located at Lincoln memorial university campus at the dining hall where I am employed. I thought irs aren't supposed to be in your bed. they are doing it to me vanessa ingram and my two children located at (b) (6) (b) (6) , Knoxville, tn. 37924. my location is 1 (b) (6) Middlesboro, ky. 40965. they are irs cons and it is not sewage. my husband mr. eric witherspoon is being protected by several irs employees including the irs ceo on tax evasion from the fbi, dea, and tbi. this is highly illegal. I have documentation to support the actuality of my accusations that clearly change this to facts and proof. thanks vanessa ingram. we are hooked up to some kind of ransomware. I went to an audit with the us treasury dept on june 26, 2013. I don't owe no one on taxes or nothing. they are on traffic as well killing people. someone is stalking me and my children on federal equipment and microwaving us to cause damage in various ways. they done apple fraud to bypass fbi federal signals on my children anisa and quez witherspoon. PLEASE DO NOT SPEAK TO MY PARENTS . THIS IS MY ONLY PLACE TO LIVE. IRS HAS BEEN STEALING FROM ME.

---

**Ticket: # 1147014 - hacked account with MTA and Verizon , more information.**

**Date:** 8/18/2016 5:40:01 PM

**City/State/Zip:** Palmer, Alaska 99645

**Company Complaining About:** Verizon Wireless

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## **Description**

I have got an phone call from Verizon about the FCC complaint I have submitted. My landlord went crazy when I told her I had disconnect my number, I know I have seen the Landlord have connections to MTA employers number and first and last name. My bill receipts are missing and she tried to have me call a unknown number. T Verizon,k a (b) (6) with extension number. My stacks of bill and confirmation number is missing with the FCC of 2013. Please be aware of the phone number that belongs to them. I will mail you my stacks of bills to look over at the time the computer was unregistered to me. I went through five phone and three different co. to rid the culpret and may be my landlord. (b) (6) number she told me to call, but I wont trust her , the electricity was out at that time she stated that the verizon rep called. It is the second of two times Verizon called. I think it was a hack because I abused at one statement and he did not hand up . I had given him my verification passcode 5 digit. And The tech lines have told me they do not ask passcodes over the phone>. (b) (6)

---

**Ticket: # 1147445 - bait and switch practices of AT&T**

**Date:** 8/18/2016 8:34:38 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** AT&T

---

## **Description**

On 8/5/16 an AT&T rep. convinced me to switch my DSL to uverse, however, she did not say the word uverse, just that it would be cheaper and faster. When I saw the order confirmation email with the bill amount, I realized that I had been duped, so I made numerous calls to cancel the order. One rep said the order was cancelled, another tried to make me not cancel, another one was clueless and hung up when I asked to speak to a manager. After all those useless hours on the phone, they disconnected my DSL anyway, sent me emails to return the modem, or I would be charged \$150 for it, which I had refused to accept from the UPS shipper, and it took several days without internet connection and hours on the phone, before I finally had my DSL connection back. My neighbour told me that she too had been baited and switched and that they had already installed the equipment before she realized that her bill increased instead of decreased as they said it would.

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**Ticket: # 1148228 - George Uribe**

**Date:** 8/19/2016 11:54:50 AM

**City/State/Zip:** Dallas, Texas 75248-1712

**Company Complaining About:** AT&T

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## **Description**

I get emails almost daily from the sender mentioned below. I have tried to hit the unsubscribe button but it does not work. I have called the phone number twice and asked to be removed. They simply do not quit.

(b) (6)

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[Ticket: # 1147839 - Frontier communications](#)

**Date:** 8/19/2016 9:17:06 AM

**City/State/Zip:** McCall, Idaho 83638

**Company Complaining About:** Frontier Communications

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### **Description**

Frontier is constantly down or having some sort of issue and won't compensate for any issues even when we have been down for days

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**Ticket: # 1148281 - Vyve Broadband****Date:** 8/19/2016 12:07:44 PM**City/State/Zip:** Mena, Arkansas 71953**Company Complaining About:** Vyve Broadband

---

**Description**

We have had issues with our internet connection since July 4, 2016. The signal strength fluctuates wildly during the day causing frequent outages between the hours of 9am and 8pm. At night and on rainy days, the signal strength is fine. We have called Vyve Broadband about the problem every week since July 4, 2016. The tech they have sent out to our residence 6 times in the past 47 days since the problem first started cannot identify the problem despite witnessing the faulty signal strength himself. He has replaced the modem twice in the past 47 days as well but the problem still persists. The tech supervisor has been out to our residence once and witnessed the same problem and promised a fix. He had the lines in our area maintained but the problem still persists. Despite multiple phone calls to both the supervisor and the Vyve broadband call center for 47 days, we cannot get a call back from anyone. The supervisor promises to come out and check our connection but never shows up or wants to show up around 9 pm when the internet is working fine.

Our bill has been charged \$40 three times now for unnecessary service calls, yet when anyone does actually show up at our residence, they see that our signal fluctuates wildly and that there is a problem. The internet goes out 2 - 3 times an hour for an average of 5 minutes each time all day long and despite multiple phone calls to Vyve and multiple services calls and work orders, we still cannot use the internet reliably during the day.

Since Vyve broadband came to our area in 2013/2014, we have been promised 100mbps connections "soon". The best connection Vyve currently offers in our area is 10 (ten) mbps. We cannot even get a 25mbps broadband connection from our "broadband" company. Then to add insult to injury, the 10mbps connection we have cannot even be used during the day.

I have included a graph produced by PingPlotter, that shows how often our internet is interrupted on a typical day. I can produce more graphs, video of our modem cycling on and off multiple times a day with the fluctuating signal strength and other records of the problems we have had with Vyve Broadband for the last 47 days upon request.



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**Ticket: # 1148974 - Internet connectivity**

**Date:** 8/19/2016 3:34:29 PM

**City/State/Zip:** North Miami, Florida 33161-3316

**Company Complaining About:** Comcast

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## **Description**

For 19 days in a row my internet has been very problematic every day this month. I called to schedule a

tech yesterday between 1 and 3, since I would not allow the tech into my house they cancelled the call.

I KNOW this issue is in their NETWORK! When I returned home, yes my kids were home, age 20 and 17, I

called to reschedule a tech with the intent to be there to allow them inside. At 10:10 this morning,

8/19/16, I received a ROBO call stating - "A problem was recently discovered in your area and fixed

therefore the service call you had scheduled was canceled since it is no longer necessary", YET, this

issue continues to plague me and all the other customers in the area. I have close to 50 or more pages

worth of digital documentation substantiating the issue that there is in fact an issue in COMCAST's

network. I am not looking for kickbacks or remuneration's on the issue, I need internet to do my work

and to be a part of my community since the work I do is Tech based. AT&T is not an option especially

since they are Bigoted in distributing their fiber network to my neighborhood which does not embrace

technology like the surrounding neighborhoods. IS IT ASKING TOO MUCH to have a reliable internet?

Comcast used to be able to provide a reliable network, now they just give me the run around. IF

business were better and I had resources in the form of money I would love to take Comcast to court

over this complete and total ineptitude. The Tech's have tried to provide the best they can, but, they can

only follow their corresponding scripts. COMCAST customer support has fallen through the cracks and

continues to be a HUGE disappointment. Please help me in this case I am drowning in complete

disbelief in what has become the acceptable "Status Quo"...

Florida consumer services:

Online Complaint Number (OCN): 250971

Submission Date/Time: 7/3/2016 9:37:26 AM

Online Complaint Number (OCN): 213306

Submission Date/Time: 5/14/2015 12:04:45 PM

Online Complaint Number (OCN): 232932

Submission Date/Time: 12/20/2015 8:28:23 PM

FTC - Ann - 3:09 pm - she added a few notes from our conversation and suggested that I file a complaint with the FCC as well. ("please have this reference number: 75521282 to help us quickly retrieve your information.")

Please note the time stamps on the image snapshots

---

**Ticket: # 1149035 - Internet connectivity**

**Date:** 8/19/2016 3:45:43 PM

**City/State/Zip:** North Miami, Florida 33161-3316

**Company Complaining About:** Comcast

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## **Description**

For 19 days in a row my internet has been very problematic every day this month. I called to schedule a

tech yesterday between 1 and 3, since I would not allow the tech into my house they cancelled the call.

I KNOW this issue is in their NETWORK! When I returned home, yes my kids were home, age 20 and 17, I

called to reschedule a tech with the intent to be there to allow them inside. At 10:10 this morning,

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Online Complaint Number (OCN): 250971

Submission Date/Time: 7/3/2016 9:37:26 AM

Online Complaint Number (OCN): 213306

Submission Date/Time: 5/14/2015 12:04:45 PM

Online Complaint Number (OCN): 232932

Submission Date/Time: 12/20/2015 8:28:23 PM

FTC - Ann - 3:09 pm - she added a few notes from our conversation and suggested that I file a complaint with the FCC as well. ("please have this reference number: 75521282 to help us quickly retrieve your information.")

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**Ticket: # 1149730 - constant no service**

**Date:** 8/19/2016 9:23:41 PM

**City/State/Zip:** Edwardsburg, Michigan 49112

**Company Complaining About:** Frontier Communications

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## **Description**

I am being charged for internet service that goes of and on and sometimes for long periods. I being told I am in a high traffic area and that upgrades are planned but when I ask what are the upgrades and the time frame they wont answer. They basically say live with it. I have called 16 times in the last 6 months and could call every day but you will be put on hold for an hour each time and my neighbors do the same. They absolutely do not care they are charging for service they do no provide. There is rarely a day that I can remember in the last month we have had constant service. There tech services people say there is a break in the line but their customer and online tech services say that is not correct. I have asked that my calls be monitored for quality reasons they say that is not possible. I have talked to what they call managers and still no concern about the fact they charging for something they don't provide. I complained last month they said they would credit the account 120 dollars but did nothing. This is fraud plain and simple.

---

**Ticket: # 1149732 - cancellation of Verizon service**

**Date:** 8/19/2016 9:25:04 PM

**City/State/Zip:** Lewistown, Pennsylvania 17044

**Company Complaining About:** Verizon

---

## **Description**

(b) (6) I have called twice to cancel service, twice I was lid to . 2nd representative said 1st one never put in the cancellation order on 8/17 when I called. 2nd rep said "he had issues with the computer" and would call me back in an hour to cancel. He never called.

I want this service cancelled now and I am only paying for the time I have it this month.

---

**Ticket: # 1149990 - Internet frozen and will not print US Cert number pages**

**Date:** 8/20/2016 10:25:37 AM

**City/State/Zip:** Lafayette Hill, Pennsylvania 19444

**Company Complaining About:** Verizon

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## **Description**

I was filling out tips on the FBI.gov website and the cursor jumped to the First Name sill from the Information window. I wrote an email to Whitemarsh Police and the cursor became a blue circle icon and a bell sounded. When I reported these incidents to US Cert the second page I attempted to print with the report number had an error message that read "nothing was sent to printer". I opened another tab to report a second problem with the US cert page and had the same printer problem. The Edge browser froze so I opened Chrome and filed the FCC Phone and FTC Do Not Call List complaints about a robocall I received while filing these reports.

---

**Ticket: # 1150201 - possible internet scam**

**Date:** 8/20/2016 1:34:24 PM

**City/State/Zip:** Leonard, Michigan 48367

**Company Complaining About:** AT&T

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## **Description**

I received a notice on my screen telling me my AT&T internet service had been blocked and that I should call the number they provided (b) (6) . I called and told the very Asian-sounding man that I thought it was a scam. He still wanted me to let them take over my computer. I hung up and called my AT&T provider who said I did the right thing and helped me resolve the issue.



---

**Ticket: # 1150297 - Wave Broadband disclosures re: broadband caps and charges**

**Date:** 8/20/2016 2:51:06 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Wave Broadband

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## **Description**

WAVE broadband charges me up to \$45.00 per month for exceeding broadband "caps." I asked an operator to email me a copy of their restrictions on the broadband limitations, but they refused. The operator said that the type of disclosure I wanted did not exist and that they would not send anything that would allow me to rein in my usage to avoid the extra fees. My complaint is that they should have all this stuff spelled out so that I can view their restrictions. Refusing to present such a document is bad business, illogical, malicious and, in my opinion, should be fraudulent.

---

**Ticket: # 1150381 - I feel a wiretapping gang is on me**

**Date:** 8/20/2016 4:07:37 PM

**City/State/Zip:** Elon, North Carolina 27244-0186

**Company Complaining About:** Time Warner

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## **Description**

This is serious. This is real. I have a stream of recent and historical wiretapping done to me over time. I recently had two things happen to me. One is someone changed my Plenty of Fish (POF) dating account 4 times within one hour. I contacted POF on last on August 18 and 19. I had not heard from them. I request that you please get them to answer who hacked my account. They know my information. My complaint was sent from [www.williejasonstrong@yahoo.com](mailto:www.williejasonstrong@yahoo.com). And I left a message on the 19th. I had problems with the hackers thru POF before (not long ago). I sent in another complaint about being phone wiretapped. Please reply to me. Please let me know how you all will investigate. Please e-mail me or write:

(b) (6)

Elon, NC 27244-1086

My story is on: <https://williejasonstrong.wordpress.com/>. The story sounds untrue and ridiculous but it is true and ridiculous.

Truly,

(b) (6)

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**Ticket: # 1150504 - COMCAST**

**Date:** 8/20/2016 5:26:35 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

COMCAST – A/C 849795005

SAT. JULY 23, 2016

UNABLE TO RECEIVE OR SEND EMAIL ON ALL MY DEVICES - 1. Brian had me reset my password. 2. Drake from Tier 1 security suspended my account and put it back. 3. Louis from Tier II (Lou Romano) gave me NA218804351 Claim No. 888-565-4329. (Over 2 hours on the phone!)

TUES. JULY 26, 2016

3 MORE DAYS WITHOUT EMAIL - I called 888 565-4329 and asked for a supervisor. Had a tech answer the phone who wanted my account number (which I didn't have on me at the moment) and wasn't interested in my Claim No. Was not getting me a supervisor! DJ was finally put on the phone with me next. He was wonderful. He got me to open a Windows Live Email account and I was able to read my mail. It wasn't until I hung up that I realized I could only read my mail and not respond to anything. DJ had explained that Lou Romano did, in fact, have my ticket and was on vacation and would return tomorrow. (Another 2 hours on the phone!)

WED. JULY 27, 2016

SOMEONE WORKED ON MY ACCOUNT - Was able to access my email through Comcast but I now had the error message "the given E-Mail address "" is invalid" when trying to send mail.

THURS. JULY 28, 2016

STILL RECEIVING ERROR MESSAGE - Tried online help and realized that would bring me back to square one, explaining this is ALL MY DEVICES etc. The tech was SOOOO slow in even saying hello, my mistake. Called 888-565-4329 and spoke with Monroe who was going to have an Engineer (Lou Romano) call me back.

FRI. JULY 29, 2016

CALLED BILLING - Called Comcast billing and spoke with Robert. He was willing to deduct ONE WEEK INTERNET SVC. I received a \$17.22 credit on my \$266.05 Aug. 11th bill, for all my inconveniences.

FRI. JULY 29, 2016

MY GROUPS ARE NOW MISSING FROM MY EMAIL - New problem after hanging up with billing. I tried to copy one of my groups so I could send an email from my AOL account which I thankfully kept. My group names are listed on my Comcast email, however, they are empty. No addresses listed under the group names.

SAT. JULY 30, 2016

MY GROUPS ARE STILL MISSING FROM MY EMAIL – Called 888-824-8988 and got Lee in Escalations. Lee is also wonderful and as you will see as we go into the next month we had several conversations on several more issues. She is very professional and, in my opinion, deserves recognition for all that she did for me. Lee gave me her direct extension and also that of Louise. At 5:18 p.m. Louise called me back to make sure my email was up and working and assured me they were working on getting my groups back. CR 615251467

MON. AUG. 1, 2016

COMCAST NORTON ERROR 8921253 UPDATES FAILED TO COMPLETE – Called Escalations and spoke with Louise she directed me to the Norton liason at 877-272-7149. Case No. 28077495.

Got Savrabh who wanted me to remove a malware program that I have had for two years and pay for. Went to Live Chat and got Vinodh. Same Case No. We tried to connect remotely but failed. He had me remove Norton through their removal tool 22.5.0.17 [www.symantic.com/nrt](http://www.symantic.com/nrt). Emailed me the reinstall directions. Reinstalled and problem fixed, live update worked.

WED. AUG. 3, 2016

LEE IN ESCALATIONS LEFT MESSAGE – They are still working on my email groups.

FRI. AUG. 5, 2016

LEE IN ESCALATIONS LEFT MESSAGE – They are still working on my email groups.

TUES. AUG. 9, 2016

CALLED LEE BACK TOLD HER GROUP STILL MISSING

WED. AUG. 10, 2016

STARTED TYPING IN GROUPS AGAIN – I need to mail these groups, started to manually put addresses back where they belong.

SAT. AUG. 13, 2016

LEE IN ESCALATIONS CALLED – She said the Engineers could work on the groups but information could be lost. I informed her I have already started putting my groups back together manually anyway and to call off the Engineers please.

WED. AUG. 17, 2016

NEW ERROR MESSAGE – The specified E-Mail address “Ronni < bayridgemesa@comcast.net >” is not covered by allowed E-Mail address aliases. Cannot send any email.

THUR. AUG. 18, 2016

SAME ERROR MESSAGE – The specified E-Mail address “Ronni < bayridgemesa@comcast.net >” is not covered by allowed E-Mail address aliases. Was able to call Lee directly once again. She is amazing! She changed the password and went into my account which I gave permission for. New Claim No. CR621606483. That issue was resolved the next day. Thank you Lee and your Engineer dept.

Now my question to Comcast customer service, do you think I have earned that \$17.22 credit?

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**Ticket:** # 1150542 - internet /computer fraud

**Date:** 8/20/2016 6:00:34 PM

**City/State/Zip:** New Orleans, Louisiana 70128

**Company Complaining About:** Microsoft

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### **Description**

My computer was hacked by scammers under the guise of Microsoft technicians. They locked my computer telling me I needed repair and would not unlock it until I paid them for antivirus protection. They tried to embezzle unauthorized funds from one of my credit cards

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**Ticket: # 1150779 - Bad Comcast customer service**

**Date:** 8/21/2016 12:24:16 AM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast

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## **Description**

I have been with Comcast for over 20 years and am looking at canceling the service due to Internet interruptions that they have been out here for in the past to try to fix. Tired of waisting my time to have them fix something and have the same problem later on. My bill keeps going up while my service goes down. I'm tired of all the lies the representatives tell me over the phone and the promises that never come to light. There is so much that I can list but would take up to much of your time. I hope that one day the FCC will finally do something to these crooks. Thank you for taking the time to read this.

P.s. I don't have my account # with me right now but if you would like to have it, please e-mail or call me and I should have that information.

---

**Ticket: # 1150838 - connectivity quarantine**

**Date:** 8/21/2016 8:30:06 AM

**City/State/Zip:** Rexford, New York 12148

**Company Complaining About:** Time Warner

---

## **Description**

Since the beginning of the year when I cancelled part of my service package with Time Warner Cable, my internet connectivity goes out several times per day. They had replaced my modem and the issue still persist. I make ongoing calls evert time service is lost, had a representative actually tell me there had been "quarantines" placed on my services. They continue to attempt to sell me upgraded service telling me that would fix my issue. The bandwidth I currently have is the same as when I had full service package and at that time had no ongoing connection trouble.

---

**Ticket: # 1150868 - Hacked PC (Alleged Virus)**

**Date:** 8/21/2016 10:21:23 AM

**City/State/Zip:** Chantilly, Virginia 20151

**Company Complaining About:** Verizon Wireless

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**Description**

On Aug 17, 2016 my PC was hacked by a person who said he represented Microsoft. His name was Allan Barett and can be reached at (b) (6) with code MC 785/AB. He said he could restore my PC for \$349.98, and asked that I get my check book(bar code) or Credit Card. I put him on hold and later hung up.

c



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**Ticket: # 1151062 - Internet fraud**

**Date:** 8/21/2016 3:36:54 PM

**City/State/Zip:** Southwick, Massachusetts 01077

**Company Complaining About:** Comcast

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## **Description**

While on my computer this date, there was a link that stated "Kelly Ripa fired from the morning show." I clicked on the link. A blue screen popped up with a telephone number of (855) 998-4388. It stated to call this number, that it was Microsoft, that there was a virus on my computer, etc., etc., etc. It also locked my computer. I initiated a search on my tablet and found this is a horrible entity that tries to threaten and scam you out of money, and also requests your password to assist you (claiming they are Microsoft).

---

**Ticket: # 1151305 - internet technical support**

**Date:** 8/21/2016 9:08:51 PM

**City/State/Zip:** Mendon, Utah 84325

**Company Complaining About:** Live.remote.com

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## **Description**

A representative of Live.remote.com talked me into using their service in Feb.2015. They were able to access my computer and I think did something to get my information. I allowed this because I thought they were fixing my computer. But I saw no improvement in the running of my computer. I had paid them \$469.99 for the service. I thought I was unwise and chalked my loss up to my stupidity. But then about 2 moths ago I got calls from the same company telling me that the FCC had ordered them to refund my money in the amount of \$250. But to get that refund I would need to allow them access to my computer. I refused to do that and they have called me a couple times a week since. The last time I talked to them the representative got angry when he asked me how much they owed me and I told him about \$460. He called me a liar and said I was trying to rob the company. Then he said "just give me a little kiss over the phone and I will get \$500 for you.I hung up at that point. I would (1) like to know what is going on and if the FCC is ordering this company to refund money. And (2) why they can't send me a check or send it some other way than through my computer. I don't trust them.

---

**Ticket: # 1151654 - Identity Stolen by Personal Computer**

**Date:** 8/22/2016 10:58:57 AM

**City/State/Zip:** Aguadilla, Puerto Rico 00604

**Company Complaining About:** Liberty Cablevision Of P R

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## **Description**

While I used my computer at home some page pop off and said that a virus is in my computer and I need to call a phone number that they give in the pop to activate the computer and take care of the virus and I call 1-844-245-8878, and they run the computer and said that a Trojan from Africa, Netherland and China access my account and I'm in panic and they said that Microsoft have an anti virus that has a price of 250.00 and cover all and give a super cover to the computer and I need to pay by check then they activate my camera and take a picture of my check and I give to them my License number, address, phone and they have my checking account number to.

---

**Ticket: # 1153765 - MerchantService.com, Internet Serve Outage**

**Date:** 8/23/2016 8:07:27 AM

**City/State/Zip:** Palmetto, Florida 34221

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1151775 - Dropped packets at specific times](#)

**Date:** 8/22/2016 11:38:18 AM

**City/State/Zip:** Jacksonville, Florida 32226

**Company Complaining About:** Comcast

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## **Description**

For about two months now, I have been dropping packets and connection regularly at around 7-8pm. Its progressively gotten worse even after complaining to my ISP (three times, each time all they did to remedy it was restarting my connection) to the point where it just randomly will happen during the day.

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**Ticket: # 1154102 - Dropped internet service**

**Date:** 8/23/2016 11:04:06 AM

**City/State/Zip:** North Liberty, Iowa 52317

**Company Complaining About:** Mediacom

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### **Description**

At 12:32am on 8/23/16 my internet went out while I was working and did not come back for almost an hour. I lost a lot of work time that I am paying Mediacom for.

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**Ticket: # 1151943 - uber**

**Date:** 8/22/2016 12:34:08 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Sprint

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## **Description**

I thought you people stop that they have harassed me on my phone on my messages on messenger and today I got another harassment phone messages is there any way you can tell these people to quit harassing me or put a stop to them legally I would appreciate it very much I'll talk to his dog I deleted them from my app when I got back on my phone and they continue to harass please stop this would you I asked recently forced to be stopped in your department said they would this has not stopped and they continue to harass me with information about their site please stop this is getting very old I've asked him before I told you and I've deleted them from my phone and they still come back will you please stop this

---

[Ticket: # 1152151 - Verizon cutting my unlimited data plan after the FCC said they couldn't](#)

**Date:** 8/22/2016 1:42:25 PM

**City/State/Zip:** Bath, New York 14810

**Company Complaining About:** Verizon Wireless

---

## **Description**

Verizon is cutting my unlimited data package that I was grandfathered into. I've had this planned for over 13 years and I have read in a recent article that the FCC specifically told them they could not eliminate their unlimited data customers. I would just like to put this complaint out there to you, the FCC. Thank you for your time.



---

**Ticket: # 1152358 - At&t Uverse is Fraudging its customers**

**Date:** 8/22/2016 2:50:51 PM

**City/State/Zip:** Charlotte, North Carolina 28214

**Company Complaining About:** AT&T

---

## **Description**

I have been a customer of AT&T since 2011 and have only received half the download speed promised within the contract you sign to start a subscription.

They have repeatedly shown no care nor have compensation to any issue that has been brought to them. Our bill has been paid in full on time for years on end and we get NOTHING in return but headache and lies. They take advantage of the elderly and the un-educated people that use their subscription on a monthly basis. Never have I got the speed promised to me and never do I think I will.

---

**Ticket: # 1152539 - Texting my phone**

**Date:** 8/22/2016 3:43:00 PM

**City/State/Zip:** Summerfield, North Carolina 27358

**Company Complaining About:** AT&T

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## **Description**

I have repeatdely ask AT&T not to text me and they still continue to do it. I have a case file with AT&T and after the case file was filed, I continue to get texts. Is there anything that the FCC can do to stop the harassent by AT&T?

---

**Ticket: # 1152770 - pornographic images**

**Date:** 8/22/2016 4:44:03 PM

**City/State/Zip:** Bear, Delaware 19702

**Company Complaining About:** Verizon

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### **Description**

On 8/22/2016 a few moments ago as I reading the comment section on AOL news there is a image of a women and man ( woman legs open and male with penis exposed. I believe the news story was about Colin Powell denying he told Hilary Clinton about setting up her email server. This is the second time that I have seen Aol news allow indecent images they do not seem to have a filter or no one is monitoring their comment section. Minors are being exposed to the images.

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[Ticket: # 1153250 - package loss.](#)

**Date:** 8/22/2016 7:25:11 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## Description

Hello. The internet in my house often has package loss issue. I purchased new modem and router and the issue is still the same. Packet loss occurs when one or more packets of data travelling across a computer network fail to reach their destination. Packet loss is typically caused by network congestion. Packet loss is measured as a percentage of packets lost with respect to packets sent. The package loss every 30 minute and last around 2 minute. Thank you.

---

**Ticket: # 1153238 - Inconsistent or NO Internet Access**

**Date:** 8/22/2016 7:20:10 PM

**City/State/Zip:** Lafayette Hill, Pennsylvania 19444

**Company Complaining About:** Comcast

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**Description**

To Whom it May Concern,

I am so disappointed to be filing a complaint, but I don't know how else to address this issue with the limited time business hours of the day available to me:

I paid for internet installation and the first service techs hooked my internet cable up to a non-functioning outlet (not electrical, the one that the white cord runs through that specifically provides internet access).

The second technician who came discovered that the first installation was grounded to a non functioning line, so he fixed it and re-installed the cable to another line; thankfully my apartment had two available lines.

However.

Even though the second tech told me that I am "essentially hooked up directly to my own internet access, unlike all the other units in the apartment that are diverted/sharing access", my internet does not function consistently. I have issues turning on my laptop and getting initial contact with my internet; it will say my access is "limited" EVERY time I turn my laptop on and connect automatically. And limited service means NOTHING loads.

As a teacher, I can't be hoping that my internet works some days.

I am frustrated that--at this point--I am essentially paying to be an Xfinity customer by name so that I can log in to Xfinity wireless (the only way I'm writing this from home is via that internet, by the way, not the \$100 modem router I paid for and internet I'm paying for ).

I have called Comcast about this issue. I have run speed checks on my internet upload/download speeds at speedtest.net. Even after the support techs have said that my internet should functioning, it only works 50% of the time if I'm lucky.

I don't have time to set up more appointments and be home for techs to check this out. Why isn't my internet working when I've had 3 techs to my place, the 2nd visit being a guaranteed internet connection? And how best to resolve this issue?

Thank you for your time.

---

**Ticket: # 1153243 - Comcast customer support and service**

**Date:** 8/22/2016 7:23:19 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

On Monday August 22, I had called the Comcast customer service center to inform them for the third time in the past week that my internet service had dropped out and would not come back on. I was told by the agent that it was a "self installation problem and that a \$60 service fee would be applied to have a technician come fix the problem". I told the agent that my service had been working fine and it clearly was not an install problem but rather a problem with something on their end. The agent went on to tell me that his supervisor said that I would only be charged if the problem existed on my end. I spoke to the supervisor myself, asked for the call to be recorded and said "I refuse to pay the \$60 service charge no matter what the problem was." almost immediately after I had gotten off the phone my service was restored and I called back to ask wether I should still have a technician come out to make sure everything was fine. The new agent then told me that the service that was put in was for some type of home security work and that instead of being charged \$59.99, the service was to be \$50.00. I was blatantly lied to when I was told that I would not have to pay a service fee and Comcast's way to get around what I had said was to lower the price. This corporation tried to charge me for a service without my knowledge of a charge on top of the completely unreliable service they have provided so far.

---

**Ticket: # 1153437 - Unfair consumer practice-Data capping-Local monopoly**

**Date:** 8/22/2016 9:12:46 PM

**City/State/Zip:** Indianapolis, Indiana 46219

**Company Complaining About:** Comcast

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## **Description**

Comcast, branded as Xfinity internet, has a local monopoly in my area. They are the only provider of "high speed internet" that provides service to my address. They have no incentive to stop the predatory process of "data capping" consumers.

I was informed (only after proactively making the phone call to inquire) that I was provided a 300gb/month cap on my data usage. Beyond that, I would be incurring a \$10/50 gb fee. Comcast never clearly made this known when I purchased service from them online. Additionally, this practice is not common for other providers. As Comcast is the only provider, they have a local monopoly, as I do not have other choices.

Since the FCC has intervened, classifying internet service as a "utility", they have an obligation to intervene and prevent Comcast from enforcing this predatory practice. The data I use comes solely from a video game system, steaming "boxes", a laptop, and phone. Only two of these devices are ever in use at the same time. Additionally, there are only alerts to notify consumers if they select to have alerts, prior to knowing about data caps. Be prepared FCC, there will be a class action lawsuit coming to recover the fees deceptively charged by Comcast.

Comcast arbitrarily assigned a consumer data cap, intentionally fails to clearly notify the consumer in advance about this practice, collects millions of dollars from unaware customers, and holds this particular individual bound by a local monopoly as Comcast is the only internet provider of speeds greater than 3mb/s.

I ask the FCC to intervene to compel Comcast to cease this self-imposed, unfairly burdening, arbitrary practice.

---

[Ticket: # 1153521 - ISP refusing to provide customer service](#)

**Date:** 8/22/2016 10:23:43 PM

**City/State/Zip:** Hurst, Texas 76054

**Company Complaining About:** Alpheus Communications

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### **Description**

5 attempts now over a 17-day period to try to reach someone for customer service and nobody is calling me back, nobody is emailing me back, and nobody has responded that our requests have been completed, even though they said they would.



---

**Ticket: # 1153859 - Re: [FCC Complaints] Re: Internet line cut**

**Date:** 8/23/2016 9:17:53 AM

**City/State/Zip:** Rocky Mount, North Carolina 27804

**Company Complaining About:** Centurylink

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## **Description**

This is a follow-up to your previous request #1028079 "Internet line cut"

I never received a notice in the mail nor a credit on my account.. Not satisfied

(b) (6)

Sent from my iPhone

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[Ticket: # 1153975 - Advertising alcohol to little children](#)

**Date:** 8/23/2016 10:23:35 AM

**City/State/Zip:** Montrose, California 91020

**Company Complaining About:** Charter

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## **Description**

YouTube injects advertisements into videos. They flag videos with labels. They know which videos are suitable for children. The last two days when showing my son "the wheels on the bus" video by baby bum, YouTube has injected ads for amaretto. There is no way to turn these ads off until after a certain amount of time.

---

**Ticket: # 1154260 - WIRE FRAUD AT NUMEROUS PERSONAL LOCATIONS**

**Date:** 8/23/2016 11:47:03 AM

**City/State/Zip:** Indianapolis, Indiana 46206

**Company Complaining About:** Budget Mobile/tmobile

---

**Description**

August 23, 2016

FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, D.C.

RE: MAILED NOTIFICATION TO WORLD BANK INTEGRITY DIVISION

IN THE ENCLOSED LETTER TO THE WORLD BANK 8/22/2016; I REQUESTED NUMEROUS AREAS APPLICABLE TO REVIEW OF INTEGRITY STANDARDS. THIS REQUEST WAS AND IS NOT LIMITED TO WIRE FRAUD APPLICABLE TO:

- WIRELESS PHONE (b) (6)
- WIRELESS PHONE (b) (6)
- ONLINE WORK SITES:
- (b) (6)
- SKETCHEDUPONREQUEST@GMAIL.COM

IN THAT THERE IS ALSO A BENCH ADVERTISEMENT LOCATED AT OHIO AND EAST STREETS IN INDIANAPOLIS THAT I CAN CORRELATE WITH MY ORIGINAL STRUCTURAL DESIGN SKETCH AT 46 EAST OHIO STREET; INDIANAPOLIS, INDIANA 46204 – BEFORE THE PLACEMENT OF A REGULATION APPLICABLE TO SAID FEDERAL FACILITY; I ASSERT MY AFFIDAVIT REQUEST FROM THE FEDERAL TRADE COMMISSION IS PERTINENT TO MY ESTABLISHED IDENTITY THEFT FILE? WILL FURTHER ESTABLISH THE VIOLATIONS OF INALIENABLE AND IMPERMISSABLE CONSTITUTION RIGHTS SUBMITTED IN MY APPEAL TO THE SEVENTH CIRCUIT COURT OF APPEALS IN CHICAGO, ILLINOIS?

NEEDLESS TO SAY THE DOCUMENTED FAILURES THEREWITH ESTABLISH THE VIOLATIONS OF HUMAN RIGHTS, AND EXECUTIVE ORDER 12674; AS WELL AS I.R.S. CODE 3949A/B SUBMITTED TO THE INTERNAL REVENUE CRIMINAL INVESTIGATIONS DIVISION AND THE DEPARTMENT OF JUSTICE INDIANAPOLIS LOCATION OF 10 WEST MARKET STREET MARCH 20, 2014; THAT REMAINS A MATTER OF INTENTIONAL DERELICTION OF RESPONSIBILITY/ACCOUNTABILITY?

YOU ARE HERE WITH NOTIFIED PENDING SUBMISSION TO THE REFERENCE APPEAL FILE TO THE SEVENTH CIRCUIT COURT IN CHICAGO ILLINOIS.

THANKS,

(b) (6)

INTERNATIONAL GENERAL SINGLES ARTICLE 3.1.1

HOMELESS MAILING ADDRESS POST OFFICE BOX 2760

INDIANAPOLIS, INDIANA 46206

JAP/WBPRIVACY © 8/23/2016

C: (b) (6)

---

**Ticket: # 1154598 - Spammer(s) using our company addresses as originating address.**

**Date:** 8/23/2016 1:32:22 PM

**City/State/Zip:** Haltom City, Texas 76117

**Company Complaining About:** Charter

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## **Description**

Spammer(s) using (b) (6) (b) (6) as originating address. Over 100 instances in past 48 hours.

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**Ticket:** # 1154667 - [pencilfort@gmail.com](mailto:pencilfort@gmail.com)

**Date:** 8/23/2016 1:50:41 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

A host on Nfl Network (@HeathEvans44) is encouraging road rage and violence against cyclists on the road

---

**Ticket: # 1154709 - MAC advance cleaner software**

**Date:** 8/23/2016 1:58:15 PM

**City/State/Zip:** Memphis, New York 13112

**Company Complaining About:** Verizon

---

## **Description**

This software enters my computer every few days for about 2 months. I must force quit to get rid of it. There is no unsubscribe option. I finally called their help number and was told in circular arguments that they were affiliated with the FCC and Apple.

This is an advertisement.

---

**Ticket: # 1155201 - Malicious intent using words**

**Date:** 8/23/2016 4:17:47 PM

**City/State/Zip:** Tarboro, North Carolina 27886

**Company Complaining About:** Msn

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## **Description**

Some Skpe bots - the software recording devices  
causing digital intent verbiage

Malicious intent ware , digital verbal accosting- technology features .

Skpe bots some are a disruptive software cyber related.

---

**Ticket: # 1155645 - No internet**

**Date:** 8/23/2016 6:44:31 PM

**City/State/Zip:** Moraga, California 94556

**Company Complaining About:** Comcast

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### **Description**

Everyday for the past 3 months the internet goes out in it house, we've called we've replaced the modem buy still it happens registry around 11 am and won't come back on consistently until maybe 5 or 6, and now they're even increasing our bill!



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**Ticket: # 1155861 - Ransom Ware**

**Date:** 8/23/2016 8:35:39 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

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## **Description**

I went to one of my E-mail accounts (NET ZERO), I clicked on my mail and all of a sudden my computer started downloading. The next thing that happened my computer locked up, the screen went dark and a recorded message said I have to call a certain phone # to cure the infection. The recording replays itself repeatedly non- stop, you can not shut down or back-up or get out of it's control. I had to force a shut-down. Now every time I go to NET ZERO it happens to force me into "RANSOM" mode. Please help me

---

**Ticket: # 1155849 - privacy and civil rights- Radio , Kmart and FM radio Honda.com- have the right to lord over me/others blame me for things..wiretapped.**

**Date:** 8/23/2016 8:28:25 PM

**City/State/Zip:** Fort Myres, New Jersey 33908

**Company Complaining About:** Dish Network

---

## **Description**

arts and entertainmetn, Fans and Sherrifs Assoc here lee County Sherif and Mlchale J. Scott and anyone who is a star or considers even BET stars and publications from SAG -Aftra and suvailnce of any dometsic wireatp..the FBI for MLB or MILB and NFL.com and Arod or Alex keeping up iwth the Kardsasins and agian fans of the TV Comcast and DirectTV and Realtiy tv nee nee leadks and fher swithcing family members on tv and prosha and other realtiy tv stars here camera hacked even the Whtie HOuse.com and Beyocne, Jay-Z and others balck and immigrant concerns here with queen Latifa and From Park Royal Hospt. here working on hearing listening or evesdropping concerns with celebs, and model and taletn..Elite Models and Ford Models nY and WHillimana nd also ..from TV hacking and needing wireatap experts for LGBT or for helaht and human serivcs, and or UCONN>.planned pregnancicse, from connected to lawfully or unlawfully tothe CDC and other WHlte HOuse.com or other White House faith initiatives for faith family, nutrioion, fintess and for educaiton, work..employment and Social seuciyt; Disability, and for othe romwens isseus..the dpet of Justice for US Const. right to freedom of speech thank but ahh also privayc righst and civil righs, also for any suruvallnce of any or my own domestic wiretpa and for human righs, verbal and domestic violence, here in the private gated golf or housing de.,v GM and Custom .serv GM issues, and also prop mgmt. thanks..but ahh talking alllll day>>No no NO an for...privacy.

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**Ticket: # 1155860 - AT&T refuses to honor contract and provide service**

**Date:** 8/23/2016 8:34:21 PM

**City/State/Zip:** Blythewood, South Carolina 29016

**Company Complaining About:** AT&T

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## **Description**

AT&T has refused to provide the DSL service I have paid for since August 16, 8 days ago. My account is not in arrears. They give me a different story every time I talk to them about outages, and the outages change every day. Every day they extend the time of the outage with no reason provided. My account is not in arrears, nor has a late payment been made. They acknowledge that my account is active, and that they are not providing service. This has caused me to lose income at the rate of \$200 + per day every day that they have refused to remedy the situation. They have refused to compensate me for the lost service that they have caused me to incur. I cannot get a satisfactory answer as to why they are refusing service and the date of the service restoration changes daily.

---

**Ticket: # 1156022 - Throttling of Youtube.com**

**Date:** 8/23/2016 10:53:45 PM

**City/State/Zip:** Zephyrhills, Florida 33542

**Company Complaining About:** Charter

---

## **Description**

For the past 1 1/2 to 2 months I've been having massive dips of service to youtube, only youtube. I've read about TWC [Now merged with Charter so it kind of falls under both] that they have been throttling youtube. I've complained 3 times within the past month and the two times I mentioned throttling suddenly my speed goes up to where I can stream 4k comfortably, Fast forward around 5-7 days later, then it goes down to where I can barely even stream 480p sometimes having to go to 240p - I have 200 Mb/s down and I believe 12 or so upload.

Before two months ago I was personally fine and having no problem streaming 4k video. I've used VPN's and gotten around it, even used googles public DNS to some success.

I am sick of having to live chat/talk to support every few days in order to fix this problem. Please help.

---

**Ticket: # 1161522 - Internet Service Access**Today, August 25th, I have been without internet service from Frontier Communications. I am in Hartford, Connecticut, but the

**Date:** 8/26/2016 11:53:23 AM

**City/State/Zip:** West Hartford, Connecticut 06119

**Company Complaining About:** Frontier Communications

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## Description

Today, August 25th, I have been without internet service from Frontier Communications. I am in Hartford, Connecticut, but the fact that Frontier is given the contract in particular areas is due to licensing issues, so to better customer pricing and competitiveness. Verizon and ATT are prevented by law to have a monopoly in selling and offering both cell phone, as well as broadband internet. It is about preventing telecommunication monopolies. However, no matter how well intended is the Feds in preventing unequal competition. This law may be well intended, but it does not guarantee that preventing unequal competition guarantees excellent product and service. If the notion to prevent unequal competition is to make level the competitive playing field, then this law fails in all levels of free market, capitalism. The idea of unfettered free markets is to increase competition, so that the best product with the best team who produces this product wins, and the increase in demand for such a superior product's price point is tempered by other superior products that crowd out the competition and thereby reduce cost of product, because they have to compete in the same market. The way Frontier is allowed the licensing to be the only internet provider for a certain area without any other superior or like minded product competing against just exacerbates the low quality of their product, and the fact that Frontier has this licensing without other competitors offering Internet in competition with them for particular areas just drives further customer dissatisfaction. I was surfing on my desktop this early afternoon. I heard a truck drive up and park across the street from my home. One minute I had Internet. The next minute I do not. It is no coincidence. Frontier technicians had to cause the problem of my lost Internet. I have been without Internet all day. Ticket # for repair is 006664684.

If you have no competition, then you can do what you like, because there is no consequences for your actions that are in offering an inferior, Internet product and crappy service. I verified with Frontier customer service this early afternoon after Internet turned off by Frontier technicians that my bill is current. My bill is due on the 20th of each month. I pay on the first paycheck of each month. I even went out and looked at poll where Internet box located. I can't reach it from street level. There is no indication of squirrel activity. There are wires pouring out box up poll. There is also no indication of birds of prey messing with box. It can't be a coincidence that before Frontier technician showed up in big, white truck with Frontier logo on side that i had Internet, but after Frontier technicians left in big white truck that I did not have Internet. I have been without Internet service for almost 24 hours, and I believe that I deserve a credit for having no access due to Frontier technician actions. I am a college professor. I teach from home periodically, and when I am not at college for Spring or fall semesters. I am teaching online and at home. I know, when something happens on my side of the street that I live.

---

**Ticket: # 1156808 - Re: [FCC Complaints] Re: Xfinity hijacked my computer**

**Date:** 8/24/2016 12:37:02 PM

**City/State/Zip:** Citrus Heights, California 95621

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1066927 "Xfinity hijacked my computer"

Complaint 1066927 WHY IS MY COMPLAINT CLOSED???? THERE HAS BEEN NO RESOLUTION!!!!!!!! THE PROBLEM CONTINUES TO PLAGUE ME. I CAN'T GET ON THE INTERNET BECAUSE INFINITY WILL NOT ALLOW ME TO. I HAVE TO TURN THE COMPUTER COMPLETELY OFF AT LEAST 5 TIMES. I'M 70 YEARS OLD AND HAVE JUST HAD MAJOR SURGERY. THIS DOES A REAL NUMBER ON MY BLOOD PRESSURE. COMBATS CALLED AFTER YOU NOTIFIED THEM AND SAID THERE WAS NOTHING I COULD DO. I CANNOT AFFORD TO GET A COMPUTER TECH TO GET INFINITY OFF MY COMPUTER. ARE YOU A COMPLETELY USELESS ORGANIZATION. I WANT SOME ACTION!!!!!!!!

(b) (6)

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**Ticket: # 1156893 - Service Quality****Date:** 8/24/2016 1:05:40 PM**City/State/Zip:** Philadelphia, Pennsylvania 19153**Company Complaining About:** Verizon

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**Description**

My e-mails have been giving me a problems since 6/15 to 10/15 and now 6/16 up to now only difference this year on dest top I can receive in send but on my At&t iphone I can only recieve can't send Mrs. Smith a supervisor with Verizon told me I have to go to a At&t store and have my e-mails sink to my iphone that's not true cause I used my e-mails on my iphone in dest top 2012-2013-2014-2015 until that 6/15 is when all the problems started and the tell you I can't get credit for it so I stop paying my bill then they turned my services off I paid them cause I needed the service then one lady gave me credit for some of the problems last year but now I'm going though the same problem they credit me twice this year but I shouldn't have these problems I should just be getting service in I pay my bill in that be that they talk to you like sh#+ in thats not how I should be treated 7/27/16 Patel 41004 in India tried to charge me \$40 for a modem for my dest top which was not susposed to do in I told that to Mrs. Smith in she said it's nothing she can do about that and he said when I get the modem my e-mails would work then and I was told you don't need a land line to have internet in your home for my computer to have internet in Mr. Orlando said the same yerterday when we talked in now Mrs. TSR03 said I might need it she said so I'm confused so can ya'll find that out for me please thank you! IDGT 1

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**Ticket: # 1156952 - hacking**

**Date:** 8/24/2016 1:24:11 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Reimage

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### **Description**

I am working and reimage.com and it's associate companies are pushing their products and other advertisements without permission. This has happened multiple times and I have lost work and time because of these unwanted ads.



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**Ticket: # 1157200 - scamming sms text**

**Date:** 8/24/2016 2:30:23 PM

**City/State/Zip:** Austin, Texas 78701

**Company Complaining About:** Verizon

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## **Description**

Unsolicited sms text from this number (b) (6) trying to scam banking information for Velocity Credit Union. Message says to contact (b) (6). Velocity Credit Union knows of the scam but apparently the FCC cannot do anything about it. Please stop these types of scamming/phishing sms text attempts, even if you have no legal basis. Stop them anyway. throw your weight around. Protect the US citizens and not the scammers. Do your freaking job.

---

**Ticket: # 1157328 - Intermittent dropping of uverse**

**Date:** 8/24/2016 3:02:52 PM

**City/State/Zip:** Aromas, California 95004

**Company Complaining About:** AT&T

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## **Description**

I have lived in my area for 7 years. For the past 7 years I have called ATT out to my home every 3 weeks to 3 months, to try to resolve our connectivity issues. I have told them repeatedly that the entire town has the same issue. They told me it wasn't related, as they were too far away for my issues to have an impact on them. Yet one post on Nextdoor has brought about 37 complaints in 2 days. While this doesn't seem like a lot we have less than 3,000 people in our town. All the same issue, all being told variations of the same thing, it's bridge taps that need to be removed, or they can't find the problem, or we are too far away from central station. We've even been told that Aromas and Prunedale are black holes. Yet there's a community between us (wealthier than our areas) and they get wonderful service.

I even tried to call them today to explain to them that we would really like a resolution, maybe they need new equipment or go through the entire area, I was told they didn't have a complaint department. So once again, not heard and I wasn't taken seriously.

I get that we are in the country and as much as I don't want to be cut off, I would understand if they choose not to provide service in this area under the circumstance. However for them to keep providing service and charging outrageous fees for a service that is spotty at best is wrong if not criminal.

Getting tired of being patient and even more tired of their excuses. Just want resolution.

Once I even had it come up as a warning on my computer that someone else was tapping into the line. They saw it and said it was my direct tv. Sorry but I've Direct TV for the same amount time and it only happened on that day. Makes me wonder how secure the lines are.

---

**Ticket: # 1158327 - Wi-Fi Jamming at Embassy Suites - Waterfront, San Francisco**

**Date:** 8/24/2016 9:06:12 PM

**City/State/Zip:** Honolulu, Hawaii 96822

**Company Complaining About:** Embassy Suites Hotels

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## **Description**

My laptop contains private client information that requires me to use a secure, private, high speed Wi-Fi hot spot whenever I travel. Last week, I stayed at the Embassy Suites Hotel in San Francisco (a Hilton property) and discovered that my Wi-Fi did not work in the building but worked swimmingly well in the parking lot outside the hotel. When I confronted the desk and third party tech support company, they all pleaded ignorance as to why my very reliable Verizon hotspot would not work inside the hotel (it would connect and then immediately disconnect). Given that Hilton has already been fined for Wi-Fi jamming, it seemed pretty clear that this is taking place at Embassy Suites as well. Hence this complaint.

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**Ticket: # 1158441 - Interference**

**Date:** 8/24/2016 10:50:36 PM

**City/State/Zip:** Phoenix, Arizona 85007

**Company Complaining About:** I Don't Know

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## **Description**

Rick James, the shelter manager of Central Arizona Shelter Services (CASS) located at (b) (6) Phoenix, AZ 85007/(b) (6) obviously has severe issues with his sexuality and the rights of other human beings. James' demeanor is similar to that of both a dictator and pedophile.

As other homeless CASS clients can attest, the shelter is rampant with illicit activity including violent threats/outbursts/physical assaults with no cause. If you are unlucky enough to be trapped there for any duration you will discover that the culprits are sex offenders in hiding/their associates who sadistically enjoy abusing those clients they hunt like prey, and that CASS security is there only to protect the interests of James and the sex offenders he authorizes being there while withholding this information from everyone including the prey and the/authorities.

Today one of the culprits openly boasted that they rape white women/children who use CASS shelter/housing/programs, and CASS security readily threw out witnesses to this boast. It is evident James is trying to start a race war by cunningly selecting sex offenders/their associates who are non white so that any whites who complain about anything are falsely accused of being supremacists/racists/bigots to divert from/cover up the rapes. Evidence was turned over to state/government authorities but until James is booked he will deny any wrongdoing. He has a severe issue with the truth in addition.

Anyway, the culprits are obsessed with their phones/computers/the Internet. They like to listen to sound clips of women who sound like they're being raped, tortured, and murdered. The culprits also hinder the whites from communicating with the outside world (they literally block the outlets to charge phones), and they follow the whites when they leave the shelter. Can you find out if the culprits are interfering with the Wi-Fi in the area of 7th Ave and Van Buren?

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**Ticket: # 1158615 - INCONSITENCIA DEL SERVICIO****Date:** 8/25/2016 8:43:26 AM**City/State/Zip:** Las Piedras, Puerto Rico 00771**Company Complaining About:** Liberty Pr

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**Description**

TODOS LOS MESES POR ALGUNA RAZÓN QUE DESCONOCEMOS, EL SERVICIO SE INTERRUMPE, ENTENDEMOS QUE PUEDE HABER AVERÍAS, SIN EMBARGO NUNCA SE INFORMA Y NO ES HASTA QUE TENEMOS QUE LLAMAR Y SOMOS ATENDIDOS SI ES QUE EL ÚNICO TELÉFONO QUE TIENE DISPONIBLE ESTÁ COMPAÑÍA PARA SERVIR A MÁS DE 500 MIL ABONADOS, FUNCIONA. NUESTRA QUEJA ES QUE YA ESTO ES CONSTANTE Y PARA EMPEORAR LAS COSAS NO TENEMOS OTRA OPCIÓN DE CABLE QUE NO SEA ESTA COMPAÑÍA. SABEMOS QUE CLARO PR ESTÁ TRABAJANDO EN NUESTRA URBANIZACIÓN QUE SE COMPONE DE 360 RESIDENCIAS QUE SE CONSTRUYERON CON LAS FACILIDADES DE CABLE. CLARO LLEVA APROXIMADAMENTE TRES AÑOS HACIENDO ALGO QUE TAMPOCO CONOCEMOS PARA INSTALAR UN SERVICIO DE FIBRA ÓPTICA. YA HE SOLICITADO EN VARIAS OCASIONES Y SIEMPRE NOS INFORMAN QUE ESTÁN TRABAJANDO.

NOS GUSTARÍA SABER SI EXISTE ALGUNA MANERA EN QUE NOS PUEDAN AYUDAR PARA MEJORAR LA CALIDAD DE ESTE SERVICIO QUE HOY DÍA SE HA VUELTO TAN NECESARIO. PUDE LEER ALGO SOBRE EL PROGRAMA Connect America Fund QUE TAMBIÉN APLICA A PR Y CLARO ESPECÍFICAMENTE HA RECIBIDO BENEFICIOS ECONÓMICOS PARA MEJORAR SU COBERTURA EN PR. SI ESTA EN SUS MANOS LES SUPPLICAMOS SU AYUDA Y CONSEJO. MUCHAS GRACIAS.

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**Ticket: # 1159861 - Hotel Wifi Hotspot blocking**

**Date:** 8/25/2016 3:26:46 PM

**City/State/Zip:** Stafford, Virginia 22556

**Company Complaining About:** Hilton's Homewood Suites Located At 2233 Ulmerton Rd, Clearwater, FL 33762

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**Description**

Hotel blocking personal WiFi hotspot: Recently I stayed at Hilton's Homewood Suites located at (b) (6) Clearwater, FL 33762. The hotel employs Cisco's Meraki access points and security gateway. It had "air marshal" feature enabled; rendering my hotspot and hotspots from other colleagues who stay at the same hotel completely useless. While ISM band is open for everyone to use, I believe the way hilton hotel uses this frequency is unfair, anticompetitive, and fits violate the the spirit of spectrum sharing under 47 CFR 15.247. Recently FCC has fined Marriott hotels for doing the exact same thing. Why is Hilton only slapped for obstructing investigation? Please do the right thing in the interest of the public at large.

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[Ticket: # 1165008 - Facebook](#)

**Date:** 8/29/2016 8:58:51 AM

**City/State/Zip:** Crivitz, Wisconsin 54114

**Company Complaining About:** Facebook

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## **Description**

Somebody has set up a FB account in my name stole my picture and is messaging my friends trying to get them into some UN grant scam. One believed it was me and gave up personal info. How do I get rid of the fake page? I can't find any options for this on FB help center.

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[Ticket: # 1160213 - frontier complaint](#)

**Date:** 8/25/2016 4:58:43 PM

**City/State/Zip:** Keller, Texas 76244

**Company Complaining About:** Frontier Communications

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## Description

(b) (6)



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[Ticket: # 1160767 - Second report](#)

**Date:** 8/25/2016 8:50:01 PM

**City/State/Zip:** Ocean View, Delaware 19970

**Company Complaining About:** Mediacom

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## **Description**

Internet out 4 days. Tech said modem had signal next appointment Monday. That will make 8 days out if repaired Monday. Last call tech did repairs on pole, changed a splitter and replaced my modem. This was less then a week ago. Over charged and under serviced. I need Internet for work and I am put in a bad position behind weekly because of this

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**Ticket: # 1160785 - Mediacom is horrible**

**Date:** 8/25/2016 8:59:07 PM

**City/State/Zip:** Dagsboro, Delaware 19939

**Company Complaining About:** Mediacom

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## **Description**

Mediacom has the worst service ever. Both actual service and costumer service. I have to reset my modem like 30 times a day and even when it does kick back on the connection is terribly slow. It is often that we go days without any internet or phone. Given that they are the only option in the area they don't seem to care at all. They are often rude and give no positive help or services.

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**Ticket: # 1161040 - Mac keeper**

**Date:** 8/26/2016 6:02:25 AM

**City/State/Zip:** San Juan, Puerto Rico 00911

**Company Complaining About:** Optico.criticalhub.com

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## **Description**

My computers have been infected by MacKeeper over and over again over the years. This year, twice already. Each time I have the device serviced to remove this MacKeeper that pops up every time I surf the web. There comes an intentional point that it opens so many windows, that in trying to close them, I inevitably make a mistake. Mac keeper has no real function other than create havoc in computers or other devices with access to internet.

PLEASE do something. At BestBuy, the Geek technicians each time inform me that they are constantly repairing systems infected by MacKeeper.

It is a constant harassment which ends up in a repair bill. Every internet search that I make is ALWAYS interrupted by this abusive interference..

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**Ticket: # 1161686 - microsoft**

**Date:** 8/26/2016 12:44:33 PM

**City/State/Zip:** Gary, Indiana 46408

**Company Complaining About:** Microsoft

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## **Description**

i signed up for the free mircrosoft 10. I I after using it for about a month I get a phone call from microsoft saying someone was trying to hack my computer. I was told to call them. They gave me a number.I called it on several occassion no answer.

I tried calling several other numbers to speak to someone but to no avail. they want me to pay for service to get this fix. I don't have this problem on any other computer . just the one that I put windows 10 on

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**Ticket: # 1161493 - No Internet=no phones**

**Date:** 8/26/2016 11:43:13 AM

**City/State/Zip:** Tampa, Florida 33612

**Company Complaining About:** Frontier Communications

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## **Description**

Crenshaw Termite & Pest Control.

(b) (6)

Tampa FL 33612

Frontier over the last 2 months has not been able to maintain a stable internet connection at my place of business. I had a 17K dollar loss last month and I believe it is directly related to the inability to serve my customer

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**Ticket: # 1162022 - Service Disruption Complainy**

**Date:** 8/26/2016 2:01:00 PM

**City/State/Zip:** East Brunswick, New Jersey 08816

**Company Complaining About:** Comcast

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## **Description**

Comcast scheduled a service appointment to fix my internet after 3 days of it being disconnected. On the day of the appointment they did not show up and when I called customer service they said they can schedule another appointment but cannot guarantee the technician will come if they are overloaded with appointments. I asked for supervisor but was on hold for the longest time and then was told that they would call me back. But I never received a call back.

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**Ticket: # 1163050 - Repeated blocked emails**

**Date:** 8/26/2016 7:25:46 PM

**City/State/Zip:** Minneapolis, Minnesota 55421

**Company Complaining About:** Centurylink

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## **Description**

Dear FCC:

August 22nd, 2016

I am filing a complaint to find legal or physical investigation and enforcement, to several types of electronic remote controlled communication crimes committed against me and my family. The perpetrators used radio EEG remote surveillance, radio transmitter voice harassment, Very Low Frequency Carrier Currents and splicing of our phone lines, in combination with other sabotages, to highly scare, manipulate, steal and agitate my family. Initially, this led up to a minor accident in our home on November, 2011. This also included viral internet hacking on two desktops (and five hard drives), two laptops and eight smartphone computers (cyber crime) with several criminally blocked emails. Many times, both our landlines and mobile phones communications were interfered with, as evidenced by echoes, other voices, suddenly disconnected and even identity theft. Additionally, EEG, radio, cell and/or Wi-Fi electronic communication devices were covertly placed in our property (i.e. home ductwork), resulting in several more types of crimes against us.

The crimes have been occurring against us daily since, at least, the mid-summer of 2011. This was in Albuquerque, NM, until October 20th, 2015, when we moved. It continues in Minneapolis, MN to the present. The perpetrators combine a high level of sophisticated types of computer communication transmitters, computed surveillance and extreme energies used against my family daily. So, I researched and became more knowledgeable on the types of illegally used technologies. The perpetrators using them are of an extreme, mean and criminal nature. They are also highly networked "hackers" racketeering around the clock. They are using multi-computer chip mounted radio transmitters (electronic communication devices), with sophisticated Electroencephalograph transmitting to sophisticated computers. They run a newer, deplorable form of organized crime, by new age communication devices. Committing many thousands of crimes, is sadly a victory, for these perpetrators.

As reflected in, FOIA request No. 10-00169 to DOJ Office of Justice Programs via a letter March 22nd, 2010 reveal that 446,790 stalking incidents are committed by three or more people, almost half involving offenders working together, a new form of organized crime. Significant numbers of group stalkers were reported in groups of between 3 and up to 50 stalkers working as part of a "team or group," in the tens of thousands.

I am a 35 year old male with NW European Ancestry connected to the Mayflower on both sides of my family. I have a Ba.Sc. degree obtained in Wildlife Management (2005) from NMSU, Las Cruces. I had a productive and healthy life and career until I was targeted for a frame up, and victim of daily, covert experimentation, unethical research and atrocious crime. Over five years later, my health, resources, memory (and my mom's memory), career and reputation are all largely, criminally damaged.

The technical community of secret criminals have blocked over 99% of my electronic communications reporting their remote surveillance, manipulation and crime. Over 500 of my blocked email and text messages, were sent from six different internet/ communications service providers (i.e. T-mobile, Century Link, etc) on 8 different computers and 8 different smart phones.

The group of mostly racist, Hispanic stalkers targeting my family for over five years, are diabolically cruel and harbor much hate, crime and many remote controlled devices to racketeer and mess up

many lives, as they have already. The strategy these criminals use for committing thousands of crimes, while, going undetected, and gaining more members, is using Electroencephalographic (E.E.G.) remote controlled surveillance transmitters. They combine EEG surveillance with radio carrier currents overlapping natural sounds and broadcasts. This type of surveillance and radio frequency, goes through transmitters to sophisticated computers and very criminal perpetrators monitors.

Many types of electronic technology advancements have doubled in the world every 3-5 years the past 33 years. The E.E.G. of targets and citizens is on their electromagnetic energy fields, that each nerve or nerve group emits from 0.5 - 50Hz of energy made visible during nerve synaptical firing. The second type of equipment they are using to corrupt nerve energy, radio and tv broadcasts, environmental sounds and my sounds are: radio, cell or Wi-Fi and Very Low Frequency (V.L.F.) Carrier Currents; cable splicing for replacing words off speaker broadcasts and altering sounds in my vicinity; computer viruses; Directed Energy Weapons (D.E.W.), Neurophones; externally and internally placed EEG transmitters; radio heterodyning viewable energies; and other technologies to hack into people's lives, overlap sounds in their environment in many sinister, racketeering ways and replace words and sounds heard (i.e. cochlear implant transmitter).

Their combination of devices were used to scan my nervous system communication and replace words, feelings and sounds I heard from many locations. Organized stalkers Electroencephalograph (EEG) remote surveillance and molestation of me actually began in 2008. A cochlear ear implant was nonconsensually snuck / pierced through my ear drum, by a criminal medical employee at Ben Archers Medical Clinic in Las Cruces, NM. This violation was performed by my primary, Dr. Learherwood's assistant, a lanky, Hispanic medical assistant in his early 30s. While he was looking in my ear, I suddenly felt a sharp, narrow, painful peircing. I knew I had been deeply violated by my acute sense. I walked out and complained to other medical staff immediately after I was 'pierced'. Sabotaging me included a virus on both my computers and much else. This while shooting me all night with D.E.W. This was before an accidental small bump staged by group stalker criminals harassment and assaults from November 1st - 14th, 2011. As a result of neutralizing my health, communication, transportation, credibility and much else, I am still neutralized from the blemish that the sinister group stalkers caused by an accident, the morning of November 14th, 2011 and up to the present.

Another incident occurred, right after I graduated from NMSU, 2005, in Wildlife Management. In July of 2005, I took my great dog Hershey on a voluntary car ride with me. I was only going to pick up and bring home an application from an Albuquerque staffing agency, to switch from 1-day bad experience with a very mean-to-me Horticulturist, for working with the animals instead, at the Rio Grande Zoo. I drove him in a new, white, Suzuki Grand Vitara with tinted windows and parked under a small shade tree. This was after having the A/C set to 70 degrees Fahrenheit.

I went into the staffing office in a hurry to reiterate to the staffing agency, that, I already quit working for the Horticulturist and was going to take home an application to work for the Zoologist at the zoo. I was taken aback when, a client at the receptionist desk, over the phone, started having 'a heart attack'. I could hear him too. The receptionist was consumed in handling this extraordinary situation. It also cost me leaving my dog in my car 15 minutes longer than anticipated. I then went straight to a temp hiring agent and told her I already quit working for that Horticulturist and wanted an app. to take home and fill out to work with the Zoologist at Rio Grande Zoo. She said I had to write a statement right then, why I quit (with the mean Horticulturist) and that I couldn't email it. I thought hard for a second and decided to hurry my written statement, since my dog Hershey was still in my car. Looking back, this was a bad decision to not decline writting a statement at that time. None-the-less, I completed it in 15 minutes. When I went outside a police o



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**Ticket: # 1163819 - Virus Repair Scams/Companies who perpetrate them****Date:** 8/27/2016 3:21:05 PM**City/State/Zip:** Potomac Fall, Virginia 20165**Company Complaining About:** Tech Backer Llc.

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**Description**

8/26/2016. While clicking through articles on MSN I must have hit a well placed fake/story ad. A message popped up saying the page had discovered that my computer was infected with the Zeus virus, a Trojan type virus and not to shut down my computer, but to call the 800 number and give the code listed in the message. When I called the number a man who represented himself as a Microsoft service person. To the point of giving an ID number, when I implied that he could be the person infecting my computer. I was instructed to Press the window key & Letter R. Type in IEXPLORE and a web address. I took notes so I can get the entire address from work, where this occurred should you want it. After using this to access my computer he(Sam Reed) spent 30 minutes moving around from screen to screen and finally showed me a line on the code on the C:Drive that showed up a Zeus.....ect...

He then said I needed a certified Cisco Tech because it was beyond his ability to correct because some Microsoft functions had been disabled. He had me wait on hold until he connected me to a third party who could help. The third party fellow(Gary Singh) had me hang up so his tech could call me back. The incoming number on my phone showed the 01 country code so I'm assuming even though it was an 866 number that it was coming in from out of the country. The Cisco tech used the same access set up by the bogus Microsoft tech and spent an hour running ad blocking software and other programs. He then called me back to have me try my log-ins to the various software I utilize. Everything connected and still being suspicious I emailed the offsite computer tech used by our company. Its Saturday. I'm using the library computer and finding this scam reported out on the web. I was required to allow TECH BACKERS LLC, a company registered in Las Vegas, NV.

Reg#NV20161169592, to record me agreeing to pay \$110 before they would do the "work". After the work was complete a person(Michael Rosen) representing their billing dept called to discuss payment, requesting a check, saying they did not accept credit cards. I'll write off the money as a lesson learned, but my concern is their ability to run this scam. Since I may have jeopardized my companies network .

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[Ticket: # 1164146 - RE: \[FCC Complaints\] Re: attempts to hack my Logmein account ticket #1005632](#)

**Date:** 8/27/2016 8:50:37 PM

**City/State/Zip:** St. Petersburg, Florida 33708

**Company Complaining About:** Charter Communications

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## **Description**

This is a follow-up to your previous request #1005632 "attempts to hack my Logmein..."

I was told that Charter Communications would contact me with a response to my complaint. They never did. What happens now? I would like an explanation of why I was attacked by them.

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**Ticket: # 1164283 - Intermittent internet service**

**Date:** 8/28/2016 12:34:20 AM

**City/State/Zip:** Porterville, California 93257

**Company Complaining About:** AT&T

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## **Description**

The DSL internet service provided by AT&T is loses connectivity on a regular basis (about every 20 minutes) for 2 to 3 minutes. Our neighbors report the same poor service. Despite requests to AT&T to resolve, they merely suggest it is user error or user equipment problems. That is false. The problems is with the AT&T network. We live in a rural area and AT&T doesn't want to spend the required money to fix their network problems. We have no alternative to AT&T DSL in the area. Our children are home schooled and they cannot access their lesson plans on a reliable basis.

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**Ticket: # 1164685 - Comcast Internet Data Cap**

**Date:** 8/28/2016 6:05:34 PM

**City/State/Zip:** Oswego, Illinois 60543

**Company Complaining About:** Comcast

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**Description**

I believe that Comcast introducing a data cap is not fair. My family uses the internet to communicate and also share things happening within the family. Once we hit the data cap allowed by Comcast we are forced to pay extra money for doing things that we need to do. I believe there should not be a data cap.

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[Ticket: # 1165220 - Open Internet](#)

**Date:** 8/29/2016 11:16:01 AM

**City/State/Zip:** Bloomington, Illinois 61701-5408

**Company Complaining About:** Frontier Communications

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## **Description**

Pre recorded voice messages and unwanted emails

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**Ticket: # 1165251 - Interference**

**Date:** 8/29/2016 11:25:40 AM

**City/State/Zip:** Urbandale, Iowa 50322

**Company Complaining About:** Rise Broadband

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## **Description**

We are licensed to provide internet to our consumers, however another group I believe to be called Bits of Technology is licensed for 3650 at 7mhz channelwidth, but appears to be broadcasting somewhere past 3700, and appears to be 40mhz channelwidth.

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**Ticket: # 1172073 - fraud**

**Date:** 9/1/2016 10:34:30 AM

**City/State/Zip:** Toms River, New Jersey 08753

**Company Complaining About:** Verizon

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**Description**

iN TECHNOLOGIES said it was a microsoft repair company.Blocked my computer with warning field.I had to sign and pay 299.99 to remove.

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**Ticket: # 1165797 - Comcast**

**Date:** 8/29/2016 2:00:18 PM

**City/State/Zip:** Jacksonville, Florida 32217

**Company Complaining About:** Comcast

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## **Description**

I have been having issues with slow speed and degraded signal since August, 2013. Comcast has failed to resolve the issue in spite of numerous phone calls and visits from repair technicians. I work from home and need my Internet connection in order to be able to work. Please help. I am losing time from work and Comcast continues to bill me for service which I am not receiving.



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**Ticket: # 1166291 - Comcast Internet Service Complaint****Date:** 8/29/2016 4:06:56 PM**City/State/Zip:** Stuart, Florida 34997**Company Complaining About:** Comcast

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**Description**

Throughout the day, I receive multiple Request Timed Out errors which results in a disruption of service. I was sent a new modem by Comcast and it did not fix the issue. I have had five tech visits where all of the lines in and outside the house were replaced and it wasn't until the fifth tech came out and claimed it was a possible issue with a wire on the pole, which is Comcast's responsibility to fix. These kind of errors are also the result of a DNS on their end failing to resolve and yet, I still experience an issue to this day. I have been going back and forth with them for over a year with this and they never thoroughly address the issue and constantly do the same routine troubleshooting steps each and every time. A normal user would never notice this, but someone like me who, due to work, requires a constant connection, notices this on a daily basis. Comcast is also the only ISP in my area that offers actual broadband speed so I have no alternative to go to. They need to come fix their wires and/or need to reconfigure my DNS settings and trying to get them to do that is near impossible.

I have attached a copy of ping tests I performed earlier today of the packet loss/interruption of service.

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**Ticket: # 1166335 - Customer Svc for Lincoln Benefit Life Phone #**

**Date:** 8/29/2016 4:22:34 PM

**City/State/Zip:** Loranger, Louisiana 70446

**Company Complaining About:** AT&T

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## **Description**

I called a number that was on the internet. Said it was Lincoln Benefit Life but it was then wrong # the number is (b) (6) Customer Svc. Number.com. While talking to someone. I gave them the contract # of the annuity and the owner's name on the annuity account. nothing more. They told me to go to my computer and press the ctrl button and the key right next to it with windows on it. then a small box came up he told me to type an r in the box I did. then I hang up on him. I didn't go no further. I am so upset don't know if he can clean the account out or not. Just want to file a complaint. People shouldn't be on internet at all. Thank you!

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**Ticket: # 1167133 - Complaint on the exclusivity of the ISP at a property**

**Date:** 8/29/2016 10:07:13 PM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Access Media 3

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## **Description**

My property management company made Access Media 3 the exclusive ISP at the property that I'm living in. Other ISPs who are able to provide service are not allowed to enter and serve this community. Besides, Access Media 3 provides only poor, unstable and slow connection (5 Mbps at \$29.95 per month). I think this is against FCC regulations. (Code of Federal Regulations -> Title 76 -> Chapter I -> Subchapter C -> Part 76 -> Subpart O -> §76.1002)

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**Ticket: # 1167279 - Cell phone jammer use in Edwardsville, Illinois**

**Date:** 8/30/2016 3:00:23 AM

**City/State/Zip:** Edwardsville, Illinois 62025

**Company Complaining About:** T Mobile

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**Description**

I notice cell phone jamming at or near (b) (6) in Edwardsville, Illinois, 62025.

This could have emergency call implications, but honestly I notice it when my son and I are on the sidewalk looking for Pokemon.

I lose network service in that same location. It has happened three days in a row and only there, i.e. no other part of downtown.

There are no overhead obstructions and no very large buildings that might block gps or 4G cell phone service.

I think but am not sure that both are affected.

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**Ticket: # 1167284 - My internet has slowed noticeably and my calls over 4 weeks have been ignored**

**Date:** 8/30/2016 4:06:08 AM

**City/State/Zip:** Whaleyville, Pennsylvania 21872

**Company Complaining About:** Verizon

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## **Description**

I had a good internet service for 2 years. Then the internet failed continually and was unreliable. Verizon was unresponsive so I filed a complaint with the FCC. Verizon then contacted me and after several weeks, fixed the issue. Internet worked for 4 months, then started to fail and become unreliable again. Calls to Verizon brought promises of a fix and callbacks to keep me updated. For 4 weeks of leaving messages and getting no response, Verizon has ignored me. I just want the internet to work again as it should!

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**Ticket: # 1167333 - Comcast in Patterson NY**

**Date:** 8/30/2016 8:38:23 AM

**City/State/Zip:** Patterson, New York 12563

**Company Complaining About:** Comcast

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### **Description**

Everyday in the morning comcast service is down,,,,cking the web for outages always says nothing is wrong yet everyday phone is out, internet is out ....why is Patterson NY stuck with only two choices of service,,,,comcast or direct TV ? Get rid of comcast

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**Ticket: # 1167341 - Internet**

**Date:** 8/30/2016 8:58:06 AM

**City/State/Zip:** Washington Dc, District Of Columbia 20002

**Company Complaining About:** Dish Network

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## **Description**

I have been a customer with Dish account

I have been a customer with DISH for over 4 years and have never been late. I purchased internet service as part of my package. Each month I had issues with the internet not working. Dish sent a technician out to my home 3 times to correct and it still didn't work. They advise that I purchase a surge protector from the company at 40.00 and this would elevate the problem. The problem continued. I was told by a rep that

if I canceled that I would not be charged a termination fee. My monthly bill increased, the internet never worked properly and the customer service is the worst. The rep id number is BY2.

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**Ticket: # 1167369 - Bright House Networks Service outage****Date:** 8/30/2016 9:23:59 AM**City/State/Zip:** Winter Garden, Florida 34787**Company Complaining About:** Bright House

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**Description**

I work from home and my internet kept stopping and kicking me out of my remote desktop. I had Bright House out three times and they kept saying everything was working it had to be my computer. My company sent me a new computer. I still continued to get kicked out of the internet. FINALLY the 4th guy 4 days later realize that they have a huge connection issue to the neighborhood. They repeatedly said it was not their problem because I had their regular service not their business service. I repeatedly told them it would not have mattered what I had because no service was reaching the ENTIRE COMMUNITY!! How do you allow these companies to operate like this?? We do not have many options and are often held prisoner to these abusive practices. You need to fine them heavily in situations like this so it doesn't happen again. They don't have the right to cost you your job because they are ineffective and truly incompetent at their jobs. Why does it take 4 trips and 4 different people to figure out their company is causing the problem. These monster companies are bullies and monopolies that you the government allow and they need to be brought to heel! The attachments are an example how often I went offline in a very short span of time and P.S. they still haven't fixed the problem. I have been booted about 6 times trying to type this complaint.



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**Ticket: # 1167475 - Wireless Signal Interference Complaint**

**Date:** 8/30/2016 10:00:00 AM

**City/State/Zip:** Cincinnati, Ohio 45238

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1167711 - Numerous and constant outages****Date:** 8/30/2016 11:29:19 AM**City/State/Zip:** Gray, Tennessee 37615**Company Complaining About:** Comcast

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**Description**

Hello, I am filing this complaint due to the numerous outages of my internet service over the past month or so, including right now. I am having to use my cell phone data (which is very limited) to file this complaint due to my internet being out yet again. I had to fight with them over issuing a full months' worth credit which ended up only being \$60 of my 66.95 bill. But to be honest I just want my service to work without these numerous interruptions, just in the past 3 days I've had to get my modem re-provisioned twice because it blocked numerous sites I use daily like amazon, eBay, netflix, slingtv, etc. I am seriously considering moving out of the comcast area so I don't have to deal with them anymore. Also, the last complaint (which is unrelated to this) I filed they never replied by mail, they called and we discussed the issues I had back then. Which was only a few months ago. But as I read it, they are required to respond by mail. Those issues never got resolved either though, still high prices since they have no competition. I mean 66.95 for only 25mbps is a ripoff, when i could get better for cheaper if I moved, also with much higher reliability (my sister has charter and it hardly ever goes out). Anyways, thank you for your time.

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**Ticket: # 1168030 - BEING RIPPED OFF BY COMCAST****Date:** 8/30/2016 1:05:10 PM**City/State/Zip:** Hallandale, Florida 33009**Company Complaining About:** Comcast

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**Description**

First, I am paying comcast a huge amount every month to get internet at the highest speed. For the last 3 weeks my speed is barely breaking 13.6. I have contacted comcast over and over again. And get the same line they read from a script. Secondly, I spoke with the. And they told me that my bill would be extended until 9/9 due to all the errors they found on my account; which was on their side. Of course after complaining and threatening to write you, I am sure out of spite they turned my service off. I have been trying to get a hold of them all day while i am at work. To the point I had to leave work to ensure I could wait on hold. The first time I called I waited for 45 minutes...and then someone answered and just hung up on me. I left work...now missing hours from work to have to deal with this company. I again had to call comcast for the second time today and was on hold for 2 hours and 15 minutes just to be hung up on again. This has been a repeated occurrence everytime I have contacted this company. This is NOT the first time I have had to contact you here at the FCC about this company. The last time I contacted you...Comcast lied and told you that the issue had been resolved which was a blatant lie. And I received an email stating that the ticket was reopened and they had 30 days to respond...that was over 8 months ago and they STILL HAVE NOT RESPONDED!! I DO NOT KNOW THIS COMPANY IS STILL ALLOWED TO DO THIS TO CUSTOMERS WITH ALL THE COMPLAINTS I AM SURE COME IN TO THE FCC ABOUT THEM. Thirdly, the last time my internet did the same thing they said they would send out a tech. I informed them it was 3 weeks without internet (4 weeks in a month) so I only had a week of actual working internet. They told me they would give me a credit for all the time lost from when it happened until it was fixed. They initially set up an appt (A WEEK LATER) the tech was a NO CALL/NO SHOW! !!! And per their contract I have with them and every advertisement they show on TV...I was due a credit...NEVER HAPPENED. WHEN I INQUIRED ABOUT IT, THEY DISREGARDED ME AND NEVER APPLIED THE CREDIT. I THEN HAD TO WAIT ANOTHER WEEK FOR A NEW TECH. I WAS GIVEN A NEW BOX BECAUSE THE TECH ADMITTED WHOEVER INSTALLED THE BOX, INSTALLED A DEFECTIVE UNIT!!!! When I called Comcast to see if my credit for not having working internet for over 6 weeks had been applied. They said it didn't show i was due any credits and that i had to pay the full bill "because I used the services" When I asked how was I using services if my internet has not worked for over 6 weeks they stated conveniently "There is nothing in the notes" This seems to be their out for taking any responsibility for intentionally ripping off customers. Even when I give names and dates and reference numbers. They keep saying "It is not in the notes, so we don't have to honor it." This is disgusting and I am beyond upset. My wife needs the internet because she works from home. I also use the internet for personal and business use. This company seems to be allowed to get away with whatever they want. And I am tired of it. The last time I had an issue read and sent the full chat I had with one of their agents. They refused to honor what I was told...and to this day refuse to honor it. I paid my bill a few weeks ago and there was NO OUTSTANDING BALANCE..and out of NOWHERE THEY TOLD ME I HAD A BALANCE. When I stated I paid it already...they said "oh that was from the other balance...even though there was NO OTHER PREVIOUS BALANCE. I would say I want someone from their EXECUTIVE OFFICE CONTACT ME HOWEVER THEY DO THE SAME SONG AND DANCE " WELL IT'S NOT IN THE NOTES SO WE DON'T HAVE TO HONOR ANYTHING" SOMEONE NEEDS TO FIX THIS PROBLEM

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**Ticket: # 1168062 - BEING RIPPED OFF BY COMCAST****Date:** 8/30/2016 1:14:06 PM**City/State/Zip:** Hallandale, Florida 33009**Company Complaining About:** Comcast

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**Description**

First, I am paying comcast a huge amount every month to get internet at the highest speed. For the last 3 weeks my speed is barely breaking 13.6. I have contacted comcast over and over again. And get the same line they read from a script. Secondly, I spoke with the. And they told me that my bill would be extended until 9/9 due to all the errors they found on my account; which was on their side. Of course after complaining and threatening to write you, I am sure out of spite they turned my service off. I have been trying to get a hold of them all day while i am at work. To the point I had to leave work to ensure I could wait on hold. The first time I called I waited for 45 minutes...and then someone answered and just hung up on me. I left work...now missing hours from work to have to deal with this company. I again had to call comcast for the second time today and was on hold for 2 hours and 15 minutes just to be hung up on again. This has been a repeated occurrence everytime I have contacted this company. This is NOT the first time I have had to contact you here at the FCC about this company. The last time I contacted you...Comcast lied and told you that the issue had been resolved which was a blatant lie. And I received an email stating that the ticket was reopened and they had 30 days to respond...that was over 8 months ago and they STILL HAVE NOT RESPONDED!! I DO NOT KNOW THIS COMPANY IS STILL ALLOWED TO DO THIS TO CUSTOMERS WITH ALL THE COMPLAINTS I AM SURE COME IN TO THE FCC ABOUT THEM. Thirdly, the last time my internet did the same thing they said they would send out a tech. I informed them it was 3 weeks without internet (4 weeks in a month) so I only had a week of actual working internet. They told me they would give me a credit for all the time lost from when it happened until it was fixed. They initially set up an appt (A WEEK LATER) the tech was a NO CALL/NO SHOW! !!! And per their contract I have with them and every advertisement they show on TV...I was due a credit...NEVER HAPPENED. WHEN I INQUIRED ABOUT IT, THEY DISREGARDED ME AND NEVER APPLIED THE CREDIT. I THEN HAD TO WAIT ANOTHER WEEK FOR A NEW TECH. I WAS GIVEN A NEW BOX BECAUSE THE TECH ADMITTED WHOEVER INSTALLED THE BOX, INSTALLED A DEFECTIVE UNIT!!!! When I called Comcast to see if my credit for not having working internet for over 6 weeks had been applied. They said it didn't show i was due any credits and that i had to pay the full bill "because I used the services" When I asked how was I using services if my internet has not worked for over 6 weeks they stated conveniently "There is nothing in the notes" This seems to be their out for taking any responsibility for intentionally ripping off customers. Even when I give names and dates and reference numbers. They keep saying "It is not in the notes, so we don't have to honor it." This is disgusting and I am beyond upset. My wife needs the internet because she works from home. I also use the internet for personal and business use. This company seems to be allowed to get away with whatever they want. And I am tired of it. The last time I had an issue read and sent the full chat I had with one of their agents. They refused to honor what I was told...and to this day refuse to honor it. I paid my bill a few weeks ago and there was NO OUTSTANDING BALANCE..and out of NOWHERE THEY TOLD ME I HAD A BALANCE. When I stated I paid it already...they said "oh that was from the other balance...even though there was NO OTHER PREVIOUS BALANCE. I would say I want someone from their EXECUTIVE OFFICE CONTACT ME HOWEVER THEY DO THE SAME SONG AND DANCE " WELL IT'S NOT IN THE NOTES SO WE DON'T HAVE TO HONOR ANYTHING" SOMEONE NEEDS TO FIX THIS PROBLEM. I also have

been complaining for OVER 2 YEARSVTHAT I HAVE NOT RECEIVED A PAPER BILL FROM THAT AT ALL. AND THAT I PREFER PAPER BILLS. IN THE TWO YEARS I HAVE ONLY RECEIVED 3 PAPER BILLS FROM THIS COMPANY. AND I WAS TOLD I WOULD RECEIVE SUBSTANTIAL CREDITS FOR THAT...FOR EACH TIME I WAS NOT SENT A PAPER BILL....AND YOU GUESSED IT...THAT STILL HAS NOT HAPPENED...AND I STILL HAVE NOT RECEIVED A BILL. WHICH GIVES THEM THE OPPORTUNITY TO CONTINUALLY ADD THINGS TO MY BILL WHICH SHOULD NOT HAVE BEEN ADDED IN THE FIRST PLACE. THAT ALONG WITH THE COMPLAINT THAT I HAD MY SERVICE TURNED OFF FROM AUGUST OF 2015 TO NOVEMBER OF 2015. AND THE COMCAST EXECUTIVE STATED I HAD TO PAY FOR SERVICES I USED FROM AUGUST 2015 TO NOVEMBER 2015...EVEN THOUGH IT WAS CLEARLY WRITTEN ON THE ACCOUNT THAT THE SERVICES HAD BEEN TURNED OFF. SO HOW AM I SUPPOSED TO PAY FOR SERVICES I DIDN'T EVEN USE. I ENDED UP PAYING IT BECAUSE WE NEEDED THE SERVICES AT OUR NEW PLACE OF RESIDENCE. SOMETHING MAJOR NEEDS TO BE DONE AND NEEDS TO BE DONE NOW!!!!

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**Ticket: # 1168202 - Intermittent internet**

**Date:** 8/30/2016 1:57:46 PM

**City/State/Zip:** Schererville, Indiana 46375

**Company Complaining About:** AT&T

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### **Description**

I have filed a complaint before it was not resolved unfortunately AT&T decided they took care of the matter and didn't bother returning my call and the problem continues and I feel it has actually gotten worse at certain times we will have internet at times we don't sometimes one device gets it and the other doesn't so I feel like they limit the internet and I feel AT&T is overcharging me and acting like they're providing me a service that they aren't.

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**Ticket: # 1168286 - Suddenlink caused loss of job due to internet issues**

**Date:** 8/30/2016 2:23:43 PM

**City/State/Zip:** Pocahontas, Arkansas 72455

**Company Complaining About:** Sudden Link

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## **Description**

Work At Home as iOS Tech Support with Apple through Xerox Business Services Job Termination due to poor services of Internet provided by Suddenlink Communications. Reasons include Speeds not indicative to Speed Tier (1 gig) & average speed of half (556.02) of Package Plan, unable to maintain stable VPN on Suddenlink Services.

\*Note: All Technicians, Supervisors & Specialists have been courteous, professional and respectful. They have consistently worked on the issue and have been wonderful. However, the length of time taken for proper escalation was longer than my employer could allow.\*

How this can be compensated to make it right:

- 1: Get the issues fixed once and for all.
- 2: Wipe Bill
- 3: Provide 3 months free services
  - \*Cable, Phone & Internet so that I may be able to obtain new employment.
  - \*Cable may be removed if needed, however Phone and Internet will be required for Interview / Job Obtainment purposes.
- 4: Provide more Service Plans to better meet Consumer Expectations. (Example: Add a 400 Unlimited Plan, 600 Unlimited Plan & 800 Unlimited Plan)
  - \*Don't provide Gig Service Plans if you are unable to live up to expectations.
  - \*Give more options to your Consumers. (Current Plans: 50 Capped, 100 Capped, 200 Unlimited, 1 Gb Unlimited)
- 5: Stop attempting to 'Upsell' to 'Business Plans' to consumers whom work from home. Not all consumers make as much money as businesses do.
- 6: Provide better VPN services to consumers who work at home. (Suddenlink is notorious for having issues with VPN services. Check DSLReports for further information.)

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**Ticket: # 1168295 - Suddenlink caused loss of job due to internet issues**

**Date:** 8/30/2016 2:25:32 PM

**City/State/Zip:** Pocahontas, Arkansas 72455

**Company Complaining About:** Sudden Link

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## **Description**

Work At Home as iOS Tech Support with Apple through Xerox Business Services Job Termination due to poor services of Internet provided by Suddenlink Communications. Reasons include Speeds not indicative to Speed Tier (1 gig) & average speed of half (556.02) of Package Plan, unable to maintain stable VPN on Suddenlink Services.

\*Note: All Technicians, Supervisors & Specialists have been courteous, professional and respectful. They have consistently worked on the issue and have been wonderful. However, the length of time taken for proper escalation was longer than my employer could allow.\*

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- 1: Get the issues fixed once and for all.
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  - \*Cable, Phone & Internet so that I may be able to obtain new employment.
  - \*Cable may be removed if needed, however Phone and Internet will be required for Interview / Job Obtainment purposes.
- 4: Provide more Service Plans to better meet Consumer Expectations. (Example: Add a 400 Unlimited Plan, 600 Unlimited Plan & 800 Unlimited Plan)
  - \*Don't provide Gig Service Plans if you are unable to live up to expectations.
  - \*Give more options to your Consumers. (Current Plans: 50 Capped, 100 Capped, 200 Unlimited, 1 Gb Unlimited)
- 5: Stop attempting to 'Upsell' to 'Business Plans' to consumers whom work from home. Not all consumers make as much money as businesses do.
- 6: Provide better VPN services to consumers who work at home. (Suddenlink is notorious for having issues with VPN services. Check DSLReports for further information.)



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**Ticket: # 1168317 - Comcast Throttle Internet, affects Deaf Communication Devices (VRS)**

**Date:** 8/30/2016 2:30:42 PM

**City/State/Zip:** Cicero, Indiana 46034

**Company Complaining About:** Comcast

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**Description**

Comcast is known to throttle the internet and for what reason why is unknown. But when their throttling software kicks in, it affects our deaf communication devices known as VRS (video relay services) in which we call, connect to a deaf interpreter and relays on our behalf with doctors, pharmacies, bill department and sometimes affects calls to emergency services such as 911.

Two weeks ago, I made a call to my doctor to request a renewal on my medication and during the call, the throttling software kicked in and it distorted the video relay and my interpreter could not understand my sign language, sometimes it lasts for seconds and other times it lasts in minutes, it forced us to wait until the throttling stopped.

Same thing happens when my wife and I are enjoying a Netflix movie with close captions and the throttling software kicks in, causing the movie to buffer, it disrupts our movie enjoyment.

We're sick of their throttling, disrupting our relay services and if I had to call 911 to connect to an interpreter and when it kicks in, it would seriously delay the emergency call whereas EMTs loses vital life saving seconds of saving a life.

We wish for Comcast/Xfinity to cease their software, it's a matter of life saving seconds should an emergency arises.

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**Ticket: # 1168449 - Charter communitions internet problems**

**Date:** 8/30/2016 3:11:14 PM

**City/State/Zip:** Hampstead, North Carolina 28443

**Company Complaining About:** Charter

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## **Description**

I have Charter internet at home and Time Warner at work. At home I am unable to access this web site: <https://mail.biz.rr.com> and thus can NOT access my work email via this web portal.

I am able to access this site through any other internet provider except Charter. Time Warner states they can access the site, as I can when using my Time Warner internet at work. Charter asked that I swap out the modem which has NOT helped. They are now simply stating there is NOTHING they can do.... I have been dealing with this problem for months with multiple calls to both internet providers. Charter is clearly the source of the problem.

In the end I am paying for a service which I am not getting.

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[Ticket: # 1168956 - radio interference on home internet](#)

**Date:** 8/30/2016 5:53:34 PM

**City/State/Zip:** Orinda, California 94563

**Company Complaining About:** Comcast

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## **Description**

We were told by our IT people that there is something near our home that is causing a ton of radio interference which is seriously disrupting our internet service inside our home. We have commercial routers in our home which should make the signal really strong, but our signal comes in peaks and valleys and our internet drops at least 10 times a day.

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**Ticket: # 1169568 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 8/31/2016 12:19:31 AM

**City/State/Zip:** Kassia, Maryland 21702

**Company Complaining About:** Comcast

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### **Description**

My brother and father are fans of radio personalities and television personalities. I rather the subject isn't brought within the surveillance, which was placed around me. I rather the individuals aren't monitoring or talking within my housing.

Could you close the surveillance.

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**Ticket: # 1169589 - False report to FCC to frame someone ME**

**Date:** 8/31/2016 12:48:36 AM

**City/State/Zip:** Griffin, Georgia 30224

**Company Complaining About:** AT&T

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## **Description**

My Name Is Dierdre Celeste Coddington Cortes-Cruz and I have a half sister I suspect is sociopaths. I state this with no maliciousness nor slander intend but for FCC to get a very accurate picture of the facts to act accordingly. My sister and many others have stated that she checked herself into Pinewood (a mental institutional) but went out AMA. It has been stated by her and others is they wanted to drug her for bipolar and was diagnosed a sociopath. I really believe she is a sociopath. The abuse we suffered as children causes great Psychological harm. My sister hates me for two main reasons. When we were little a man was after us and we ran threw a field I a toddler got caught in bob wire when My sister Andrea came back to help he get my clothes loose from the bob wire he grabbed her. I was told to run. That is the only thing I remember she ever did nice to be. After that she REALLY hated me. There were other reasons no fault of my own but the fact our mother played mind games made it worst. My sister was never home but when she was our mother would put on a show kissing loving on me as if to make her jealous. Then knock me off her when Andrea left. This with much more has left us "messed up" We are both messed up but we are on two different ends of the "messed up" stick. My sister victimizes people and well I am a professional victim. I am her most hated target always have and always will I ran away and was gone from teenager to here resent. She is mortified I am back in the family. So she first tried to have our parents commit me. Even though I see a Federal Court approved Psychologist (PHD) once a week for 2 hours (like I said we had it bad). That did not work so she has escalated to her next plot frame me for internet harassment a spooked phone calls to law enforce and others, She even spooks her self as the FBI and reports that I spooked her claiming to be FBI. She told my father she report ME to YOU FCC so I would like to ask you to investigate and see if you can prove she, her TECHY live in boy friends or someone else for them did. Even if that is not possible. Please contact the Spalding county sheriff department and let them know she even has reported this false crap to you which is a felony. This Andrea tortured me as a child even put me in the trunk of the car on a regular bases and on one occasion fell a sleep at the wheel I was mess up physically MAJORLY just call the sheriff and find out how bad I am mess up from this and more. They know because I will be at the police station from 8-5 everyday when my father is at work to prove this is NOT ME. My sisters full Name is Andrea Fowler her email is andreafofowler48@gmail.com her phone number is 678 572 4669

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**Ticket: # 1169705 - CenturyLink ADSL/VDSL rural internet service****Date:** 8/31/2016 8:55:30 AM**City/State/Zip:** Brainerd, Minnesota 56401**Company Complaining About:** Centurylink

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**Description**

In 2009, we moved to an area exclusively serviced by CenturyLink and obtained ordinary telephone service (POTS) and ADSL over copper service. We were promised 3 Mb/s service which failed routinely. After repeated complaints to CL throughout 2009, CL agreed for an increased fee to migrate to VDSL and promised 7 Mb/s service. Service was highly intermittent in early mid-2010, and after investigation, CL unilaterally reduced line speed to 3 Mb/s to maintain signal integrity. Signal integrity was improved but still poor causing line drops multiple times per day. CL did other work, including substituting line pairs and improved line drops to 1-2 per day. POTS was unaffected. Ultimately, we were informed that we were 13000 cable route feet from the service link, and VDSL is only operational to 10000 feet. We were told by Century Link that unless we stopped complaining, lived with degraded and intermittent service, they would decertify our area and disconnect all internet service.

The service has continued to degrade to the point where there are now more than 5 disconnections/day on the average. We approached Mr. Tyler Middleton, Vice President of Minnesota Operations covering northern Minnesota in an effort to resolve this problem. Several CenturyLink agents and technicians have now identified the problem as being the distance between the Bonnie Lake (Crow Wing County, Minnesota) central office switch and the service drop which is at the far fringe their CO equipment as provided. A switch was recently made to ADSL over VDSL, yet service continues to deteriorate. Approximately 2 years ago, CL ran fiber to within 600 meters of the service drop but did not run fiber to the end of the road.

To date, CenturyLink has been unable to provide even a modest internet service, refuses to reduce pricing in compensation, refuses to provide enhanced equipment which will provide reliability improvements.

As we are in the process of applying for an NIH grant under the SBIR program, the ability to state in the grant that we have reliable internet service, is important, as nearly all government interactions with small businesses under the SBIR program are now internet driven. CenturyLink provides far inferior service to its regional smaller competitors and lacks either the technical competence, or the management commitment to fulfill its obligations and business promises. This situation places small businesses in the MN-08 Congressional district at serious disadvantages which reduces our ability to bring income and jobs to the region, which is economically distressed.

Centurylink's competitor, CTC communications has offered to run a private fiber with speeds of 100 Mb/s for a direct cost of \$16,000 which would be paid in addition to the monthly service fees. As CTC is willing and able, it is clear that CenturyLink's problem is solvable. By my rough analysis, the present circuit to the CO equipment does not appear to be (if as represented by Century link is indeed 13000 ft) suited without enhanced equipment which would include a feature whereby the CO and CPE have a failure detect mechanism and a means of resetting the respective hardware to restore

operation automatically. The present one way time of flight signal distance is approximately 2.6 ms, and round robin TOF is 5.2 ms, neglecting any latency, line cross talk or unbalance.

CenturyLink has refused repeatedly to meet to discuss the technical aspects of its physical plant and to discuss proposed solutions.

Finally Century Link is on record as opposing an FCC paper discussing the severely poor quality of service in rural communities and in essence asserts that the FCC's proposal to enhance rural internet service would have an adverse impact on rural access. With respect, I think CenturyLink and its partners would prefer to maintain their monopolies, continue to give lip service, and will not provide accurate data on what is really happening with internet service in rural areas where they have exclusive service rights. The result is the situation we find ourselves: poor reliability, poor speeds, inadequate service, and high costs.

Despite what CL says, it is not improving its infrastructure in any meaningful way, while its competition is ready, willing, and able to step in, as soon as it is economically feasible.

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**Ticket: # 1169759 - Comcast Customer Service Techs**

**Date:** 8/31/2016 9:34:46 AM

**City/State/Zip:** Bear, Delaware 19701

**Company Complaining About:** Comcast

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## **Description**

I had a wifi service interruption, called Comcast and scheduled an appointment for 3 days later between 11am and 2pm. They did not show up, so I called and scheduled another appointment for the same day between 4pm and 7pm. Again, they didn't show up. I called a third time and spoke with a supervisor who assured me that I would receive a call from their local dispatch within an hour of that phone call to schedule another appointment and rectify the situation. I never received that phone call. I called a fourth time the next morning and was told someone would be at my house that morning between 9 am and 11 am (they did show up to this appointment, finally). I was told I would receive a bill credit of a little over \$15.00 for the service interruption but the "time guarantee" credit of \$20.00 for each no show has to be approved by dispatch, and that I would receive a call letting me know IF it was approved. I was also told the reason nobody showed to the original appointment is because I didn't answer the phone for the "pre-call". I was never informed that I would be receiving such a call, or that my appointment would be cancelled if I didn't answer. The second No Show was due to inability to return... I am filing a complaint because, while the service itself is normally great, Comcast needs to work on communicating with their customers through customer service. I took the time to report the problem and schedule an appointment to which nobody showed. I need my WIFI for home school curriculum for my child, among other things. I pay for my service, and expect any issues that arise to be resolved within a reasonable amount of time. I do not feel four phone calls to get an actual service tech to show up for scheduled appointments is reasonable customer service, in any way, shape, or form. I pay (too much money) for these services, only to be left disappointed and feeling like it is not worth the astronomical prices they charge.



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**Ticket: # 1170048 - Service Interruption****Date:** 8/31/2016 11:41:12 AM**City/State/Zip:** Charlotte, North Carolina 28215**Company Complaining About:** AT&T

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**Description**

My Service has been repeatedly been interrupted in the last 2 weeks and each time for hours on end. AT&T is laying Fiber in the neighborhood and their contractors keep interrupting my work. To the best of my knowledge did not inform the neighborhood of pending outages neither did TWC (Our provider) I am currently without internet in the last 3 hours. The workers outside cannot speak a shred of english to give us an update on when service will be turned back on. This has been ongoing for the last 3 weeks since they started laying Fiber in the neighbourhood without any form of notice and have disrupted water, gas in the entire neighborhood.

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**Ticket: # 1170060 - Internet Interferrance**

**Date:** 8/31/2016 11:44:54 AM

**City/State/Zip:** Charlotte, North Carolina 28215

**Company Complaining About:** AT&T

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## **Description**

My Service has been repeatedly been interrupted in the last 2 weeks and each time for hours on end. AT&T is laying Fiber in the neighborhood and their contractors keep interrupting my work. To the best of my knowledge did not inform the neighborhood of pending outages neither did TWC (Our provider) I am currently without internet in the last 3 hours. The workers outside cannot speak a shred of english to give us an update on when service will be turned back on. This has been ongoing for the last 3 weeks since they stared laying Fiber in the neighbourhood without any form of notice and have disrupted water, gas in the entire neighborhood.

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**Ticket: # 1170062 - Verizon Dictation what you my send**

**Date:** 8/31/2016 11:45:24 AM

**City/State/Zip:** Hampton, Virginia 23669

**Company Complaining About:** Verizon

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## **Description**

Verizon Dictation what you my send

People send me emails that can be call spam to some but not all are spam. Here lately when I get an email about any Democrat or Hillary Clinton and I try to send to another email address Verizon has taken it on itself to block my email from being sent. I ask how I can turn it off but they claim that you have to go to a special Verizon website. When I ask the agent to connect me with corporate office they cut the connection. I made enough back talk that someone from corporate call back and said this standard they have setup in the servers to keep people from sending spam. When I question why you do system stop me from forwarding emails with any Democrat or Hillary Clinton mention in the subject they just got stupid with no feedback.

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**Ticket: # 1170072 - Internet Interferrance**

**Date:** 8/31/2016 11:48:15 AM

**City/State/Zip:** Charlotte, North Carolina 28215

**Company Complaining About:** AT&T

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## **Description**

My Service has been repeatedly been interrupted in the last 2 weeks and each time for hours on end. AT&T is laying Fiber in the neighborhood and their contractors keep interrupting my work. To the best of my knowledge did not inform the neighborhood of pending outages neither did TWC (Our provider) I am currently without internet in the last 3 hours. The workers outside cannot speak a shred of english to give us an update on when service will be turned back on. This has been ongoing for the last 3 weeks since they stared laying Fiber in the neighbourhood without any form of notice and have disrupted water, gas in the entire neighborhood.

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**Ticket: # 1170098 - Internet interference**

**Date:** 8/31/2016 11:52:06 AM

**City/State/Zip:** Charlotte, North Carolina 28215

**Company Complaining About:** AT&T

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## **Description**

My Service has been repeatedly been interrupted in the last 2 weeks and each time for hours on end. AT&T is laying Fiber in the neighborhood and their contractors keep interrupting my work. To the best of my knowledge did not inform the neighborhood of pending outages neither did TWC (Our provider) I am currently without internet in the last 3 hours. The workers outside cannot speak a shred of english to give us an update on when service will be turned back on. This has been ongoing for the last 3 weeks since they started laying Fiber in the neighbourhood without any form of notice and have disrupted water, gas in the entire neighborhood.

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**Ticket: # 1171071 - Erection correction**

**Date:** 8/31/2016 4:49:35 PM

**City/State/Zip:** Tucson, Arizona 85711

**Company Complaining About:** Sprint

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## **Description**

First off, I am a natural born woman and for me to get emails based on this is completely disgusting....I am married to a man who does not have this problem. I have UNSUSCRIBED NUMEROUS TIMES, and they keep sending me emails! It's harassment, and it needs to STOP IMMEDIATELY! Also I get emails on Russian brides, again, I AM A NATURAL BORN WOMAN who is married to a MAN! I have UNSUSCRIBED NUMEROUS TIMES, and I DO NOT wish to keep getting these emails! It's disgusting! I have both emails  
Erection correction pill email is: real4cr7@gmail.com  
Russian brides email is: dearrwas@gmail.com

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**Ticket: # 1171078 - computer spyware**

**Date:** 8/31/2016 4:55:07 PM

**City/State/Zip:** Stanhope, New Jersey 07874

**Company Complaining About:** Verizon

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### **Description**

I have a brand new dell computer and was interrupted for no reason by a loud siren sound that I had trouble removing so I called 888/862-4676 which they instructed me to do and mentioned I would be reporting them to the FCC

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**Ticket: # 1171116 - Russia. Brides**

**Date:** 8/31/2016 5:03:39 PM

**City/State/Zip:** Tucson, Arizona 85711

**Company Complaining About:** Sprint

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### **Description**

Firstly I am a natural born WOMAN and I am married to a MAN. I keep getting emails on Russian brides, I have UNSUSCRIBED NUMEROUS TIMES AND I KEEP getting emails from this embarrassing sight, I'm getting sick of it, and need it to stop IMMEDIATELY!

Email address is: (b) (6)

Thank you



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**Ticket: # 1171265 - Comcast: Horrible Customer service and unresponsive - No resolution to ongoing issue**

**Date:** 8/31/2016 5:44:53 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

We have been having issues with our television and internet service for the 4, possibly 6, months. Pixels appear on the television and all service is interrupted. The internet is interrupted or too weak to work. I work from home and during my conversations with customer service, I advised them that I rely on the internet service and need the issue to be corrected and resolved. Each time the service goes out, they send a technician out and he does a "quick-fix" at our box. The most recent incident happened on August 25/August 26. I called in because the internet was affected, again, after having a technician out just a few weeks ago. I advised that their process or checking the service on their end was not the issue, because it seems to always be the same result and requested to be sent to Tech Support for an appointment. They advised that the earliest they could come out was Sunday, August 28th. My husband received a call on Saturday, August 27th, from someone in tech support that advised that they reviewed our account and, since we have had the same issues over a long period of time, they will need to send a special technician to repair/replace the box outside. The technician arrived on Sunday and, after checking the inside, advised my husband that he can't fix the issue because the box needs to be replaced. He advised that he will be contacting the office to have a team come out on Monday, August 29th. No one showed on Monday. We called on Tuesday, and because there was a outage in the area, they stated that our service should be repaired by midnight. However, never mentioned anything out the technician or our case. I called the general customer service number on Tuesday. The lady stated that she would need to go through the same protocol, I advised her that I refuse to follow the same process that I have been subjected to 3 or 4 times before and requested to speak a to manager in the corporate office. She advised that she couldn't transfer me to the corporate office and the only person that I can speak to is the floor supervisor. I advised that I did not want to speak to the floor supervisor and needed to speak to someone that can assist with the escalation. She put me on hold for her supervisor. During my 15 minute wait, I decided to go online and find the number to the corporate office. I hung up with the customer service department and spoke with Megan from the executive customer relations team that advised me that someone from the Ft. Lauderdale office will call me back within 24-48 hours and provided me with case # ESL02663124.

I received a call back from Faith in the Ft. Lauderdale/Hollywood office. After explaining my situation, she advised that she will follow up with technician's supervisor to see what happened with our ticket and would call me or email me with an update. I stressed to her that I work from home and require the internet and would need someone to come as soon as possible to repair the issue. She advised that she will get back to me once she follows up with that department. I never heard back from her. I called and left her a message on 8/31 at 9:30 AM and again at 1:30 PM. After no returned call I decided to call the corporate office at 2:30 PM. A gentleman answered my call, name was with a "D", and I asked to speak to a manager. He placed me hold and upon his return, he advised that his supervisor was unavailable and he would need to assist me by sending an email and requesting a call back for me. I advised him that I wanted to speak to a manager or someone in the corporate office that will be able to assist me in getting a technician out to repair my service and that I will wait

to speak with his supervisor. He advised that I couldn't wait to speak to his supervisor and that he couldn't put me on hold. I explained that he can put me on hold, as he did a few minutes prior. He refused to and stated that his supervisor is unavailable and couldn't do anything to help me except for sending the same email that he would. I questioned if his supervisor refused to take the call because he doesn't want to go above the call of duty to assist me? I advise the man that I was not going to hang up until I spoke to a manager or supervisor. He advised that he could not place me on hold or transfer me to his manager. I advised the man that I will hold and he should pursue this call however he needs to and if he hung up on me I will refer to this recording. He then placed me on mute, a couple of times, and then he said the only thing I can do is transfer you to my supervisor's voicemail and he did. I left a detail message requesting a call back and no one has called.

Obviously there was a manager or supervisor present, but NO ONE in their customer service or guest relations department felt compelled to assist me. They have NO customer service and make it impossible to speak to a manager that can assist with emergency situations.

I pay for a service that I expect to receive. In all these times that I have called and have dealt with these issues, they have only given one credit for the "time of service interruption". However, they provided credit for each time that service was interrupted nor have they taken into account the inconvenience. I rely on the WIFI day-to-day for my career. However, for the past 5 days I have been able to log into my network because the internet has been interrupted or too weak. I have tried to stress the importance of the repairs, however, no one seems to care. The hardest part is that no one at Comcast has even tried to get a technician out in the past 3 days. There is no empathy or consideration for their customer's time or money.

At this point, I'd like to cancel my services and request a FULL credit for every month stemming to the date the issues began. I want a ZERO balance and labels to send their equipment back.

---

[Ticket: # 1171302 - Rogue Aircrafts are hacking WIFI, hacking Browser, and hacking internet and accessing email.](#)

**Date:** 8/31/2016 5:54:23 PM

**City/State/Zip:** Scottsdale, Arizona 85251

**Company Complaining About:** Verizon Wireless

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## **Description**

Rogue IMSI Stingray Aircrafts are using Cessna Aircraft to engage in hacking WIFI, hacking Browser, and hacking internet and accessing email.

The personnel and organizations aboard and behind the Stingray Aircrafts are violating FCC Telecomm Authority.

The IMSI Catcher Stingray Aircrafts harrassers are very rogue and catchable. Need you to make sure the IMSI Aircraft Abusers does not dont harrass our phones, our phone connections, our browers, our wifi and infiltrate our business and business ideas and hurt our staff.

Thanks

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**Ticket: # 1171353 - Internet Advertisements beyond loud**

**Date:** 8/31/2016 6:19:01 PM

**City/State/Zip:** Houston, Texas 77270

**Company Complaining About:** Comcast

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### **Description**

Hello FCC. It has now become common practice to have webpage ads at maximum, near speaker blowing, ear ringing volume. Common websites such as CNN.com and NBCnews.com have ads that play at maximum volume. I request that internet ads have similar volume restrictions to TV ads. Want proof? Just go to any mainstream website with your volume level at normal. Click on a video and prepare to have your ears blown.

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**Ticket: # 1171612 - Poor Internet Service****Date:** 8/31/2016 8:40:50 PM**City/State/Zip:** Jerome, Michigan 49249**Company Complaining About:** Frontier Communications

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**Description**

I have been fighting Frontier Communications for months over very poor or unusable broadband internet that they are making people in my area pay above average prices for. My Internet connection keeps dropping constantly and they have sent techs out here sometimes who do nothing to repair the issue. I have been lied to and hung up on and still already tonight it has dropped 2 or three times while waiting to connect to your site. They say that they are not going to fix the congestion issue until next year. In the meantime we in this area pay top dollar for internet that is subpar and almost unusable. I asking for help in getting Frontier to fix this issue now not next year. I have complained until I am blue in the face and mad and frustrated. We deserve better for the price we are paying. Thank you for your help.

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**Ticket: # 1171989 - No service, horrible customer service**

**Date:** 9/1/2016 10:04:44 AM

**City/State/Zip:** Cutler Bay, Florida 33190

**Company Complaining About:** Comcast

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## **Description**

Got new equipment and open an account with Comcast. My house used to have service before with them. Did self installation, could not make internet work. (My cable service does not work either because it requires internet) Anyways, called customer service they could not make it work either; they sent some "signals" to the box but nothing happened. They said I needed to schedule an appointment to have a technician to come to my house and fix the issue. The appointment was scheduled for past tuesday 5-7 and the technician did not show. Called comcast customer service 5 mis after that time windows passed and they changed my appt. to thursday 10-12 automatically, spoke to someone there and said the appt was not confirmed and the technician cancelled the appt. Argued with them because the automatic service they have to "confirm" appointments is confusing and asked to talk to a supervisor. He even admitted they were having the same issue in other states ( I live in Florida) the automatic call they do to confirm appointments cancels the appointments by itself. Asked them to change my appointment to a different time they did not have anything available until Friday at the same time. The supervisor escalated the process and told me I was going to be contacted eithin 24 hrs which they did not. Called back spoke to an agent and she could not answer my questions and I asked to speak to a supervisor who tol me that she was going to escalate the case again to her supervisor and was going to contact me back with a solution which they did not either. They kept promising things that they did not follow through. This saturday is going to be a weeks since I got the service but have not been able to use it. Just hope they do not cancel the next appointment I have with them as I am going to be out of town and need to be able to check my cameras and adjust different things remotely. Thanks in advance.

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**Ticket: # 1172611 - Wifi has been hacked**

**Date:** 9/1/2016 1:51:37 PM

**City/State/Zip:** Bernville, Pennsylvania 19506

**Company Complaining About:** Comcast

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## **Description**

Our internet has been hacked, we had a comcast employee who works directly on the lines hook up his electronic equipment on the outside line of our cable and it showed we had 8 boxes (we only have 3 boxes on our cable) there is a green box that houses our electric and cable for our house and the neighbors house, there is also an ip address that a computer forensic expert could not remove from our account and even the comcast employees could not remove the ip address, contacted comcast, anytime I call out on my cell phone it starts out in a regular sounding ring and then it drops down in tone like someone has intercepted the call. last supposedly employee I talked to said it was up to me to secure my cable line and wifi, which I know is not true. The picture submitted the 00:00:ca:01:02:03 is the host name that was not able to be removed from our account as you can see there is no X to remove it either.

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**Ticket: # 1172883 - Non-connectivity issues with AT&T Internet****Date:** 9/1/2016 3:14:39 PM**City/State/Zip:** Hays, Kansas 67601**Company Complaining About:** AT&T

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**Description**

As a subscriber of AT&T Internet for many years, on Dec 31, 2014, AT&T notified us that we needed a new modem due to poor internet service. There were frequent issues with no internet signal. We purchased a Net Gear modem from AT&T on Dec 31, 2014. From that date, we've never received reliable internet. We've had multiple service technicians to our home. I've placed approximately 50 calls in the last 20 months trying to remedy the situation. On Aug 13, 2016, Andy (Badge ID as588g) offered a \$490 credit for the lack of service. I stated that I wanted an opportunity to review my bill total for the last 20 months. HE scheduled an appointment for Aug 15th at 2pm. I've tried repeatedly to reach someone to effectuate his offer since Andy did not keep his appointment. I'm attaching a long of the most recent attempts to effectuate the credit. We still do not have internet that is reliable or up to the speed we've purchased. This has been verified by MULTIPLE AT&T employees.



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**Ticket: # 1172899 - attempted internet (email) fraud**

**Date:** 9/1/2016 3:17:36 PM

**City/State/Zip:** Chicago, Illinois 60601

**Company Complaining About:** Comcast

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### **Description**

Health Care services Corp is the parent company of Blue Cross Blue Shield of IL, TX, MT, NM and OK. Someone has twice in the last month tried to direct our CFO to process payments. The email originates from our CEO's email address but she did not write the emails or send them.

---

**Ticket: # 1184704 - unsolicited spam mails in bulk being sent from following domain**

**Date:** 9/9/2016 9:44:47 AM

**City/State/Zip:** Frankfurt, Maryland 20601

**Company Complaining About:** Personal

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## **Description**

unsolicited spam mails in bulk being sent from following domain:  
legalpanels.in

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**Ticket: # 1173893 - CNN Live online commercial volume is DEADLY**

**Date:** 9/2/2016 1:53:10 AM

**City/State/Zip:** Panama City, Florida 32404

**Company Complaining About:** Cnn - Cable News Network. Turner Broadcasting System, Inc.

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## **Description**

The volume difference between CNN Live's online broadcast volume versus their online commercials' volume is literally deadly in my case.

I have a family member who just tonight during the Hermine hurricane had CNN Live on. She doesn't normally go there; some hurricane related reason for going online for them. She turned up the volume on the news portion to a level she could hear, left the area, and then a commercial came on and blasted sound that almost toppled a speaker.

My mother (already startled by the loud shock) rushed back to reach the volume or mute controls and HAD A FREAKING HEART ATTACK.

The difference in volume is CRIMINAL, CORRUPT, ABUSIVE, IRRESPONSIBLE, and even DEADLY. I seriously hate them so much right now.

My mother may DIE because of them.

TELL THEM TO TURN DOWN THE COMMERCIALS  
AND DONT TELL ME THEY CANT CONTROL THAT

(addendum: phone number isn't real. You don't need my cell phone for this)

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**Ticket: # 1174378 - Fabricating Stories**

**Date:** 9/2/2016 12:34:23 PM

**City/State/Zip:** Rio Rancho, New Mexico 87124

**Company Complaining About:** Centurylink

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**Description**

Washington Post fabricated a story about Donald Trump mocking a disabled journalist. Why? Because they screwed up on their fact checking.

in 2001 Trump had talked about the muslims celebrating the Towers coming down. Washington Post said it wasn't true, in spite of the fact that their own reporter Serge Kovalski wrote an article published Sept 15, 2001, about the muslims celebrating the towers coming down.

Once they discovered their fact checking mistake, they created an article saying Trump had mocked Kovalski at a rally in November 2015. This was totally fabricated. This was to distract from the fact that they had messed up.

The media must not be allowed to fabricate stories in order to manipulate the outcome of a Presidential election. This is fraud.

WP false report:

[https://www.washingtonpost.com/opinions/donald-trumps-politics-of-denigration/2015/11/27/ff23ffb6-951d-11e5-a2d6-f57908580b1f\\_story.html?utm\\_term=.57a34806863d](https://www.washingtonpost.com/opinions/donald-trumps-politics-of-denigration/2015/11/27/ff23ffb6-951d-11e5-a2d6-f57908580b1f_story.html?utm_term=.57a34806863d)

Dissection of false WP article:

<http://www.catholics4trump.com/wapo-fact-checker-gets-4-hillarys-for-ignoring-evidence-trump-didnt-mock-reporters-disability/>

and

<http://www.vdare.com/articles/ann-coulter-media-invented-lie-about-trump-mocking-disabled-washington-post-reporter>

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[Ticket: # 1175226 - scam](#)

**Date:** 9/2/2016 5:36:58 PM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** Comcast

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### **Description**

I was scammed by an outfit called Geeks4help. When they attempted to use my credit card for payment, I received an email and a phone call from Citibank stating that the company was not legitimate. Payment for their services goes to RedDot.

---

**Ticket: # 1175773 - FCC Consumer Complaints #1170062 and FCC in bed with VERIZON**

**Date:** 9/3/2016 9:22:27 AM

**City/State/Zip:** Hampton, Virginia 23669

**Company Complaining About:** Verizon

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**Description**

FCC Consumer Complaints #1170062:

My carrier Verizon has provided the FCC with a response to my complaint. So you take it upon yourself not to tell me what there response is in the email. You did base your response that you took it upon yourself to close the complaint Ticket No. 1170062. I have not gotten a response from Verizon and waiting on the USP service is not the way to response when you could have place there so call response in the email you sent me.

Let's review what this all about, Verizon email block me from sending an email that Verizon has determined as spam. But in the same view Verizon does not block spam from my account. So they don't block spam from my account but will block me from sending an email that high and mighty Verizon thinks is spam.

Let's review what this all about, Verizon email block me from sending an email that Verizon has determined as spam. But in the same view Verizon does not block spam from my account. So they don't block spam from my account but will block me from sending an email that high and mighty Verizon thinks is spam.

So I'm not excepting there reply because I think that you are in bed with Verizon. If you don't like my feedback then I will forward my response to The Hotline@fcc.gov The Inspector General fully informed of all programmatic and operational deficiencies at the FCC.

---

**Ticket: # 1175891 - Internet through Xfinity/Comcast**

**Date:** 9/3/2016 11:54:33 AM

**City/State/Zip:** Lynchburg, Virginia 24503

**Company Complaining About:** Comcast

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## **Description**

I have had intermittent service that sometimes drops for days at a time. I have contacted Xfinity customer service multiple times and have had technicians to my home twice. My neighbor has had the same issue and has had technicians to his home four times. The problem has been ongoing for 2 months. I have attached my 3 online chat conversations I have had with Xfinity customer support. I have also called them once or twice.

---

**Ticket: # 1176216 - Verizon ISP Services: notification of alleged copyright infringement blocked services**

**Date:** 9/3/2016 6:33:28 PM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Verizon

---

**Description**

On (2) Occasions Verizon sent an email notification to me alledging a copyright infringement. I emailed back the first time asking for full disclosure of the forensic data upon which they based their claim. I asked for the source of report as well as for a full digital forensics copy of the log data. I then said that if they could not provide this along with a MAC address of the offending device they really have not substantive evidence since they are wrong in their accursation. They never provided this data nor answered my emails. They then blocked our Internet without notice that they would be blocking our service. They intercepted all of our web requests with a message that only allowed for the recipient to acknowledge the alleged copyright with no declanation option provided. I have screen shots and emails etc. to substantiat this. I run a small business from home and this killed my productivity. As a result I subscribed to Comcast and will be shipping the equipment back to horizon.



---

**Ticket: # 1176362 - Facebook constant interruption, stating " comment excetion."**

**Date:** 9/4/2016 6:03:03 AM

**City/State/Zip:** Seminole, Florida 33772-4260

**Company Complaining About:** Bright House

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### **Description**

This began happening two days ago and is more than just annoying. It interferes with my ability to read items posted continually. I have notified them with no response.

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[Ticket: # 1176462 - cruise ship blockage of internet access](#)

**Date:** 9/4/2016 11:43:51 AM

**City/State/Zip:** Littleton, Colorado 80125

**Company Complaining About:** Princess Cruise Lines

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## **Description**

On a recent Alaskan cruise on Princess Cruise lines, My internet service on my cell phone, as well as phone service, was blocked, even in port. The only way to access the internet was to get away from the ship in port at least 100 yards or pay Princess for access. Since I had already paid my provider for internet access, I think Princess does not have the right to block my phone and require that I pay the second time.

---

[Ticket: # 1177297 - Comcast call center](#)

**Date:** 9/5/2016 5:37:31 PM

**City/State/Zip:** Lynn Haven, Florida 32444-4810

**Company Complaining About:** Comcast

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### **Description**

You can not use a land line to call Comcast. 800 934-6489. On certain days the call will not go through. You have to use a cell phone and then your connect overseas. Not everyone has a cell phone. Thanks

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**Ticket: # 1177393 - Continuation of ticket**

**Date:** 9/5/2016 7:55:44 PM

**City/State/Zip:** Glenpool, Oklahoma 74033

**Company Complaining About:** AT&T

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**Description**

(b) (6)

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**Ticket: # 1177404 - net neutrality at cost of greed**

**Date:** 9/5/2016 8:18:07 PM

**City/State/Zip:** Kellyville, Oklahoma 74039

**Company Complaining About:** Vyve

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## **Description**

Vyve has forced all residential clients to use class c private addresses and refuses to forward any ports to allow even residential use of remote router login, security cameras, etc. Consumers use services like dynamic dns for IPS that are dynamic or dhcp but they are usually public facing IP addresses and ports to services are NOT blocked. Vyve is purposefully blocking user accessible incoming ports and their only option is for you to upgrade to business class for same crappy packet loss service, same crappy missing most channels tv, and support that is uneducated on anything in their business. This is completely against net neutrality, quit making rules if you're not going to enforce them. They need to be dismantled and sold. I am going to get their franchise voted out of my town. Everyone here hates their customer service or lack thereof. Not being able to manage my own network remotely or my own files that I need to show my family pictures on my shared rice is total bs. I'm not making money or "serving" clients so what gives them the right? My tax dollar built this entire company.... get it done or we the people will, starting with me. I have recently switched providers due to their games. My info should be on file for the last 3 years of subpar service and complaints if they've erased all record that in itself is a huge violation.

---

**Ticket: # 1177520 - Virus dowloaded to Internet users.**

**Date:** 9/5/2016 11:26:18 PM

**City/State/Zip:** Valrico, Florida 33596

**Company Complaining About:** Frontier Communications

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### **Description**

I am filing a complaint about the virus that are downloaded to internet users. Unknown individuals entity are hiding viruses on programs applications in order to defraud us internet users and are depriving us citizens of free internet access.

---

**Ticket: # 1177554 - Unreliable DSL service from CenturyLink**

**Date:** 9/6/2016 3:39:38 AM

**City/State/Zip:** Crested Butte, Colorado 81224

**Company Complaining About:** Centurylink

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## **Description**

CenturyLink is unable (unwilling?) to resolve unreliable DSL issues with their service that was previously reliable for years. The technicians claim that CenturyLink is too large of a beauracracy to get the correct people engaged to resolve the issue. The issue isn't just with my residence, but with several people in our neighborhood. I'm trying to get in contact with more people, but thus far I haven't been able to find anyone that isn't having a problem. I see CenturyLink trucks in our neighborhood regularly, but the problem seems to be beyond what the local technicians can resolve.

---

**Ticket: # 1184524 - Fake Tech Support**

**Date:** 9/9/2016 1:52:17 AM

**City/State/Zip:** Pendelton, Oregon 97801

**Company Complaining About:** W Tech Link

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**Description**

"http://execute-safari.net" refers you to a call center to scam when no actual problem is present. They call center lied about there location, and claimed they where Apple tech support, employed by Apple. Thier phone number is +1 844-423-2466 which claims they are in the U.S while there actual location is not



---

**Ticket: # 1177674 - Hacking, initiation of virus**

**Date:** 9/6/2016 10:03:21 AM

**City/State/Zip:** Littleton, West Virginia 26581

**Company Complaining About:** Frontier Communications

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### **Description**

Screen appeared - computer has been infected with virus, call Microsoft Technician immediately to avoid losing data, followed by numerous phone calls

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**Ticket: # 1177712 - Unsolicited text messages**

**Date:** 9/6/2016 10:27:37 AM

**City/State/Zip:** Indianapolis, Indiana 46208

**Company Complaining About:** Verizon

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**Description**

I have received several unsolicited text messages from: 909-551-3561. This is the message:

(b) (6), First time offered. We'll approve the first \$760 Cash today. Your code is D7VQ. Start here =>  
<http://goo.gl/0d9qAW> STOP

---

[Ticket: # 1177734 - Internet service not working](#)

**Date:** 9/6/2016 10:35:56 AM

**City/State/Zip:** Brooksville, Kentucky 41004

**Company Complaining About:** Altus Broadband

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### **Description**

We have gone through the chain of command and the internet will work for a while but will then go out for a few days. We have talked to the owners we have talked to the BBB and we are still not getting any results.

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[Ticket: # 1192409 - Windstream - Poor internet service](#)

**Date:** 9/13/2016 7:52:51 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Windstream Communications

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1178490 - Ransome ware problems****Date:** 9/6/2016 2:54:27 PM**City/State/Zip:** Avila Beach, California 93424**Company Complaining About:** Charter

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**Description**

Over the last month I have been getting fraudulent attempts by someone misrepresenting themselves as either Microsoft or a Facebook tech center, requesting that I call a one 800 number because my computer, according to the message, has been compromised and they must immediately take steps to cure my computer of the problem. If I don't take action within a half an hour or so, they will shut down my computer so it doesn't do damage to their network. But the warning is I must call this number immediately. I did not call the number on my computer was locked up until I did a reset. I did call Microsoft and they do not acknowledge any technology department that would make those claims. I have now heard from others that this is a scam.

I did actually call the number told him I did not believe them and I was going to turn them over to the FCC they did not seem worried in the least set it with legitimate but insisted that they take over my screen and computer to make the corrections . When that happens I have heard that when they compromised all your data. Problem continues almost daily

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**Ticket: # 1178557 - Frontier CCommunications Billing Mess****Date:** 9/6/2016 3:15:53 PM**City/State/Zip:** Tampa, Florida 33615**Company Complaining About:** Frontier Communications

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**Description**

I have been having issues since the commencement of the take over from VERIZON FIOS the internet does not work properly, the cable channels skip when they decide to work, the phone is dead over 95% of the time I have been in touch since July 25 with the executive offices with Patty Christie- Office of the President

Frontier Communications

8001 W. Jefferson Blvd.

Fort Wayne, IN 46804

1-844-320-4445 x 1130418

patty.christie1@ftr.com

At first she agreed to issue some credits, they where some pending now she is indicating she has done all that she can and is not willing to assist me any further please please help I can not afford to pay a bill as a single parent for services that are not as described and do not work, i have made over 600 phone calls to assorted frontier customer service number and have spent almost 8 hours in one given day to have someone schedule a home visit from a technician and have no one show up after I took the day off work this is beyond disturbing to me and I need these issues handled. The credits due to me are explained below a total of \$200.00 credit issued 7/18/16

>>>>>>

>>>>>>\$417.80 credit issued on 6/7/16

>>>>>>

>>>>>>\$407.94 credit issued on 7/25

These credits total \$1025.74 these where discussed with the representative she indicated these where pending and would be released within a few days in addition to her extra credits for the other months of non-working services - now the story changes. I wish to ask for your help in getting these credits issued to my account so that i can move forward the services FRONTIER provides are the worst!!! HELP !!!!

---

**Ticket: # 1178558 - Frontier CCommunications Billing Mess****Date:** 9/6/2016 3:15:53 PM**City/State/Zip:** Tampa, Florida 33615**Company Complaining About:** Frontier Communications

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**Description**

I have been having issues since the commencement of the take over from VERIZON FIOS the internet does not work properly, the cable channels skip when they decide to work, the phone is dead over 95% of the time I have been in touch since July 25 with the executive offices with Patty Christie- Office of the President

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---

**Ticket: # 1178719 - virus, fake "contact windows at this number now"**

**Date:** 9/6/2016 4:04:08 PM

**City/State/Zip:** Belen, New Mexico 87002

**Company Complaining About:** Centurylink

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## **Description**

While looking at a recipe the screen was taken over by a bright red screen with a video and audio warning to contact windows now at this number to have this serious virus removed from your computer - or something similar. I called the number and told them "I know you are not from windows and I am reporting them to the FCC as soon as I get off the phone." I've gotten the same message (don't know if it was the same phone number to call) at work a few months back, the other time I called I reached voice mail to some spa / massage parlor. This phone number was 888-665-0936. Tried to print screen but didn't work.



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**Ticket: # 1178827 - Comcast Service**

**Date:** 9/6/2016 4:40:44 PM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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### **Description**

Service is unacceptable. 6-8 outages a day at a constant rate. Having to use outside WIFI sources to complete work.

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**Ticket: # 1179655 - INTERNET DECEPTION/FRAUD**

**Date:** 9/7/2016 6:30:48 AM

**City/State/Zip:** Chicago, Illinois 60631

**Company Complaining About:** AT&T

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## **Description**

I am a regular user of American airlines (aa.com) website. Each time I use the site the home page takes me to a credit card offer- this has been taking place since the merger with US airways- there is no way around it- if you click anywhere outside of a destination box it takes you to their credit card home page- if you concentrate and stay in a destination box, 1-3 minutes has to pass to be able to click on the flights requested. I don't want a credit card- I want an airline flight- if this is the wrong area to make the complaint, please advise. I am wasting too much time with this circumstance.

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**Ticket: # 1179716 - Unsolicited email spam****Date:** 9/7/2016 7:27:10 AM**City/State/Zip:** Gooding, Idaho 83330**Company Complaining About:** Centurylink

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**Description**

I have been receiving unwanted unsolicited spam for the last two months. I repeatedly unsubscribe, but believe most of the unsubscribe sites are just fakes. These main addresses are the bottom:

1. (b) (6) Wilmington, DE 19805.
2. (b) (6) Watertown, MA 02472
3. (b) (6) Brooklyn, NY
4. (b) (6) Sandy, UT 84092
5. (b) (6) Mechanicsburg, PA 17050

I have written to these addresses requesting to have my email address removed. They have sold my address to numerous entities, far too many addresses to write to. I have been diligent to unsubscribe, to no avail. These are either fake unsubscribe pages, or they simply do not comply with the request. Some unsubscribe pages just come up in error, or go directly to the ad page. Some have steps if a person is still receiving email, and either say my address has been removed from their system (obviously that is not true), or that my email address is not legitimate, and offer no recourse from there. Their pages are set up to look like they meet FCC requirements, but in actuality do nothing to unsubscribe the receiver of their email spam. Also, at the bottom of some spam it says that I signed up or subscribed. This is entirely not true. I am very frustrated that my inbox is flooded with up to 100 emails a day. Some are disgusting and offensive. Please do something about these entities who sell our email addresses, and refuse to honor unsubscribe requests. I have tried blocking (each email has a unique address, blocking does not work). I have done everything I can to stop this, to no avail. This is NOT a complaint about my internet company, Century Link. I cannot seem to locate a place to file a complaint against spam.

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**Ticket: # 1179741 - Abuse of web services**

**Date:** 9/7/2016 8:20:48 AM

**City/State/Zip:** Johnson City, Tennessee 37601

**Company Complaining About:** Hp

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**Description**

I have an HP printer, model number D110a. It worked perfectly for years until it updated one day via the web and now it does not stay online. The entire software has to be uploaded every single day. This is a KNOWN ISSUE with this particular model and a Google search will show that HP has had this issue for at least two years. All of my other devices work perfectly.

I believe that automatic updates sent by HP caused my printer to become disabled via the web and this is an abuse of web services. HP has a huge incentive for this because it forces you to go out and purchase another printer if you cannot get the one you have to work.

I have attempted to contact HP by phone, it ONLY ALLOWS CONTACT by email.

So, I went to the website to file a complaint by email. Their response is that they did not service the model anymore.

HP is also monitoring print usage and this is a violation of privacy as there are several complaints online where this is being tracked and unless you know how to go in and shut these features off, they still receive information of what you are printing.

Please stop HPs abuse of the web.

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**Ticket: # 1180393 - Tech Support**

**Date:** 9/7/2016 12:58:14 PM

**City/State/Zip:** Jacksonville, Florida 32208

**Company Complaining About:** AT&T

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## **Description**

Last Thursday 08/28/16 called your tech dept. I got three alerts to update my spyware and one that I didn't have a virus protection, I was able to update one alert, but the computer would not allow me to update the others, plus my pages was freezing up, also was having and been having a problem with logging into Att web page to get my email, this has been an ongoing problem for months and your tech dept has worked on it, finally saying they couldn't fix, I did get your executive office, speaking with one of the reps there, but they couldn't help either. Thursday your tech took control of my computer, the 1st tech finally said he couldn't fix the updates, so I had to be transferred, I had to ask for a supervisor in order to get add ional help, they in turn transferred me to another tec, 2nd tech worked on it for an hour or more, downloading some program from Amazon, he had to restart the system a couple of times, on the last Occasion he restarted the computer and it came back asking for a user ID and a password, pages keep freezing up keep getting recover page, can't type a letter without page freezing, some of my files are gone, since he restored it, but the screen is black. Outlook need to be reconfi, so I can send out a letter from another webpage

Something the system has not asked me since I had it in five year, He I need the password and the userid, back and fore I told him I have never use a password, we were disconnect, I called another dept and asked for a supervisor Ms Amanda, she said that she would call and talk with a supervisor in their dept and get back with she did the next day Someone came on the line , took control of the computer, restore it to its early times, restarted the computer, came back and the computer screen black, by now it's 11:00pm at Night in the usa. I can't deal with this, I called ask for a supervisor they told me no. I need my system corrected and working. I called Ms Watts, Ms Barber of the office president (nothing but a customer service dept)/ Several times, sent emails, file complaint with BBB, nothing, they won't even call me back. I have done business with ATT since I was 20 years old, am not 62 years, same phone, same number and service. Why the horrible treatment. I did call again for the 5th time to the tech support/888-9052838, had to explain everything all over again to this tech, I asked him, if he could just put my business files and product pictures (I run an online business), if he could just do that! he did put much of them back, after that he said he would have to transfer me again, he didn't didn't seem to know much about what he was doing. I thank him and hung up..

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[Ticket: # 1180790 - xfinity signal overpowering our home internet](#)

**Date:** 9/7/2016 2:41:07 PM

**City/State/Zip:** Denver, Colorado 80207

**Company Complaining About:** Comcast

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## Description

Every time we try to log onto our own internet service, xfinity hot spot service has bumped our home at (b) (6) in Denver, 80207 with their much stronger signal. We are continually being fried by this signal which we cannot turn off and have no control over. We would like this microwaving of our airwaves to be stopped. Thank-you.

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**Ticket: # 1180963 - My neighbors and I suspect that Snapchat is blocking our cell phones with a jammer**

**Date:** 9/7/2016 3:36:01 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Snapchat

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## **Description**

I live in a residential apartment building and Snapchat the corporation has moved into the 3 buildings around my house. they broadcast 16 different wifi signals. when they moved in our cell phones and wifi stopped working. I went from 4 bars of service on ATT to one or none. my friends and neighbors all have the same complaints for different providers. I have a similar problem with my router. I've tried 2 routers but it's impossible to get a stronger signal than all 16 of there networks. They installed a lot of strange antennas on the building at 713. my address is (b) (6) 90291

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**Ticket: # 1181069 - Fraudulent technicians****Date:** 9/7/2016 4:08:52 PM**City/State/Zip:** Bel Air, Maryland 21014**Company Complaining About:** Verizon

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**Description**

I have received a call from 646 - 895 - 6298 from a robocall saying I have a Trojan virus on my computer. The technicians say they need access to my computer to remove the virus. I have called several times to ask them to stop calling me...yet they continue. I just called back again asking them to remove my number from their list and was connected by the person the phone with another complaining customer in Georgia. He and I spoke about receiving these calls and trying to find out how to stop them. They are scammers and need to be stopped. Consumers are being taken advantage of left and right and we need to be protected. I called back to the number and asked to speak with a supervisor to have my number removed. The person on the phone asked me did I speak with the black guy who talking about f\*cking and licking places. I was appalled and said no one was talking like that to me and I can't believe you are saying that. I asked to speak with a supervisor again. The supervisor gets on the phone and says he will remove my number since I don't have a computer. Please help the average consumer with this issue. I know I am not the only person receiving these scam calls from this company especially, since I was connected to another complaining customer.



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**Ticket: # 1181259 - Hughesnet service data allowance and service extremely poor**

**Date:** 9/7/2016 5:06:17 PM

**City/State/Zip:** Roy, Washington 98580

**Company Complaining About:** Hughes Net

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## **Description**

I have Hughesnet because I reside in the country. I have updated to the highest allowance I can get yet my service is disrupted monthly. After reviewing other people's complaints in the "community" section, I am not alone. There are additional services offered that you must pay for but you can't even get your basics. The Hughesnet Status meter uses your allowance up so you can purchase more. When you call you get multiple answers and never the same one. We need help over here. We are taken advantage of as we do not have many choices. Hughesnet offers great internet service while residing in the country in their TV ADS. This is not true.

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**Ticket: # 1181341 - WiFi blocking**

**Date:** 9/7/2016 5:34:30 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** Jw Marriott Hotel

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## **Description**

JW Marriott, 110 East 2nd Street, Austin TX 78701

JW Marriott is blocking personal wifi hotspots in favor of hotel provided wifi at \$16 per day.

I cannot stay connected to my personally owned cellular hotspot . Laptop regularly disconnects from the hotspot every few minutes. The hotspot shows very strong signal, which is to be expected in downtown Austin.

If I connect to the hotspot via USB cable, bypassing the wifi connection, the laptop stays connected to the hotspot.

Marriott has not learned its lesson, despite earlier fines from FCC?

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**Ticket: # 1181612 - Interference from illegal antennas**

**Date:** 9/7/2016 7:07:06 PM

**City/State/Zip:** Toms River, New Jersey 08757

**Company Complaining About:** Comcast

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## **Description**

Neighbor has many antenna s which are illegal and interfering with all speakers and devices on this block. His equipment is illegal and we hear him on a CB radio constantly. He is vulgar and mentally unstable. His address is (b) (6).

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**Ticket: # 1181802 - Las Cruces Sun-News slanting-rigging reporting FBO: New Mexico State University**

**Date:** 9/7/2016 9:26:09 PM

**City/State/Zip:** Las Cruces, New Mexico 88005

**Company Complaining About:** Verizon

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## **Description**

"As public trustees, broadcasters may not intentionally distort the news. The FCC has stated publicly that "rigging or slanting the news is a most heinous act against the public interest." The FCC may act to protect the public interest when it has received documented evidence, such as testimony from persons who have direct personal knowledge of an intentional falsification of the news. Without such documented evidence, the FCC generally cannot intervene." -FCC

For several years now, the Las Cruces Sun-News (Las Cruces, NM) is publishing (via print and internet) very slanted, biased and rigging reports to benefit New Mexico State University (NMSU). It is my understanding that NMSU's general council and other departments write the news reports and the Las Cruces Sun-News posts and reports the stories without investigating, validating references, and providing additional references outside of the reports provided by NMSU. Many news reports of high profile finance troubles, closed door meetings, staff firings and recent layoffs have been intentionally distorted to sway public opinion to keep the image of NMSU in high regard. Many other events that may tarnish NMSU's image never make the news at all. Often times NMSU administrators publicly remind employees that they cannot comment on any news reports about NMSU.

Recently, the Las Cruces Sun-News committed a heinous act against the public interest by posting a video of a disabled man being arrested for DWI. The only caption provided is, "A man claims to be paralyzed and is arrested for drunk driving by NMSU Police." (<http://www.lcsun-news.com/videos/news/2016/09/05/89891150/>) The video was posted in a manner that would distort the facts of the incident and make the general public believe that this was a recent event, an arrest that occurred over the 2016 Labor Day Holiday weekend. The Las Cruces Sun-News failed to report the incident occurred in 2014, they failed to report that this man not only "claims" but does have a disability and is in fact partially paralyzed, they failed to report the 'failure to stop' violation that created the opportunity for the officer to mistake the man's disability for intoxication, they failed to report that the case was dropped and there was no evidence this man was intoxicated. Later and most likely as a result of public outcry in defense of Mr. Albert Lino, the disabled man, the Las Cruces Sun-News posted, in the CRIME section, another story along with video that the headline reads, "Paralyzed man sues NMSU, Las Cruces over 2014 arrest". (<http://www.lcsun-news.com/story/news/crime/2016/09/05/paralyzed-man-sues-nmsu-las-cruces-over-2014-arrest/89792376/>) This article mostly reports the account of events during the traffic stop as seen in the video; this account of events along with the video is delivered in a very subjective manner that would slant the public's view and question the integrity of the man that 'claims to be paralyzed' and question why this man should be allowed to drive in the first place.

Why now, why post the video now? What public interest does this video serve two years later? Who's interest does this rigging, slanting, and distortion of the news benefit? The reason this video is being posted now is because the disabled individual that was arrested is now suing New Mexico State

University to cover injury expenses and punitive damages. This suit against NMSU will be heard by a jury, a jury that has most recently seen the arrest video before the trial. I feel the Las Cruces Sun-News is attempting to villainize Mr. Albert Lino to sway public opinion of those that may sit on the jury in an attempt to save NMSU from another costly and embarrassing lawsuit. What public interest does it serve to show a video of an innocent man, a disabled man whose disability can easily be misinterpreted as intoxicated, a partially paralyzed man that was arrested and the case later dismissed? I have searched the Las Cruces Sun-News video archives and cannot find another video of a DWI arrest. This purpose of posting this video is a heinous act against the public interest and only serves the best interest of NMSU in an attempt to sway a jury decision for the benefit of and in favor of NMSU.

I hope and pray that the FCC or another governing body can intervene and investigate the 'good news for hire' practices and the incestual relationship between Las Cruces Sun-News and New Mexico State University; their distortion of the news is a most heinous act against the public interest and the community at large.

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**Ticket: # 1181851 - SMS Spam from Verizon Retail Sales**

**Date:** 9/7/2016 10:23:45 PM

**City/State/Zip:** Southfield, Michigan 48075

**Company Complaining About:** Verizon Wireless

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## **Description**

I received an unsolicited SMS message from a person claiming to be from Verizon Wireless asking me to come in and renew my contract. This person is not my Verizon Business rep and the SMS came from a local number. I replied with STOP in case the message was automated but did not receive a confirmation. I work in marketing and am very familiar with SMS and solicitation rules and systems. Pretty sure Verizon Corporate doesn't allow this and seems to be a violation of PII rules. Please advise.

---

**Ticket: # 1181881 - FCC Chairman required forward Letter to U.S. Senators in Washington, DC:**

**Date:** 9/7/2016 11:10:46 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Park Tower Apartments

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## **Description**

(( I do not allow Park Tower Apartments, U.S. Department of Housing Urban Development, and other agencies involved my political letters, FCC letters, & your (our) email communication why I informed to U.S. Senators. I informed U.S. Senators that I had nearly killed myself due of witch hunt in public housing past years.)) Please tell and inform to U.S. Senators that I required to Park Tower Apartments & US Department of Housing Urban Development required to be unauthorized involved my cases & Letters. I required a male case manager takes action endorsed written legal letter to U.S. Senators about my longest complaints about unfit resident of Oregon/Washington residents and please authorized me register a Presidential Election in this November Election in East Coast report to U.S. Senators.))

Dear Federal Communication Commission Chairman,

I write in endorsed of FCC Chairman, with employer was very good cooperation with me at request contact with all U.S. Senators remove me from public housing due of nearly killed myself while public housing had been longest witch hunts for many years Why did Park Tower Apartment picked up my email communicated had been monitored sent to Park Tower Apartments's computer and printed document, telling to U.S. Senators in recent as possible stolen information from me communication with outside to all agencies or companies, or individuals, telling to Federal Bureau Investigation to U.S. Senators as ask them removing me from public housing because of their nosed-banana staffs. Thank you much for sending this report to U.S. Senators. Please FCC authorizes Federal Bureau Investigation male officer removes all documents included political, general documents, HUD forms, rent forms, and all of them from their file drawers. Please destroy all documents in Washington, DC from Portland OR. Thank you for formal this requests.

Sincerely,

(b) (6)

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[Ticket: # 1183536 - someone is in my internet](#)

**Date:** 9/8/2016 4:26:56 PM

**City/State/Zip:** Webster, Massachusetts 01570

**Company Complaining About:** Charter

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## **Description**

I own a campground in webster ma 01570



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**Ticket: # 1184406 - Porn spam**

**Date:** 9/8/2016 10:41:54 PM

**City/State/Zip:** Tucson, Arizona 85752

**Company Complaining About:** [Http://bit.do/fcsmbbs](http://bit.do/fcsmbbs)

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## **Description**

I have tried to unsubscribe from all websites that I could, but it's like spam spider. The porn are website links and/or spam e-mail to numerous to list them all. This is just one of the many. There is no unsubscribe button. And if create an account there is really off switch. This all happen three months ago when I replied to a craig's list add with "hi" So I initiate it, but I've tried to unsubscribe from all elements on this current e-mail address. At least they only show up in my junk folder. Is there away of stop this with creating a new e-mail?

---

**Ticket: # 1184551 - Sustained Wifi 802.11 De-authorisation Attack**

**Date:** 9/9/2016 4:18:20 AM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** 802.11 Wireless Jamming

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## **Description**

The time(s) of the occurrence:

Almost continually since issue started. Some periods of single hours where service is not disrupted.

The date(s) of the occurrence:

20th June 2016 to present

The location of the occurrence:

(b) (6), San Francisco, CA 94107 (Approximately 37°46'54.5"N 122°23'28.2"W)

The name of the person or company operating the jammer:

Unknown

The facts and circumstances that support your belief that a jammer was being used:

Our Cisco Wireless Lan Controller regularly reports that our WAPs are being contained.

Using WiFi equipment capturing in promiscuous mode we observe a continuous stream of 802.11 Deauthorisation Frames being broadcast.

We see many local BSSIDs being spoofed and have captured packets spoofing our BSSIDs even when our associated devices are powered off.

A comparison of received signal strength of deauth to legitimate traffic was completed to ascertain that the deauth frames were being broadcast by a different source.

Windows devices with MFP (802.11w) enabled are unaffected but all other devices, notably Mac Laptops are unable to connect to our WiFi network.

The broadcast of deauth frames is not consistently present on both the 2.4Ghz and 5Ghz band, but is generally present on one at all times.

Any additional information that you believe could be relevant:

We have hired a third party WiFi consultant to ensure that the source of these frames was not our equipment. He has provided heat maps of received signal strength for spoofed packets. which can be provided to yourselves. He was unable to locate the source of the attack.

We have systematically turned off all our WiFi WAPs and observed the deauth frames continuing.

We have turned off all equipment in the area local to the source of the deauth frames and these continue.

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**Ticket: # 1185293 - domain name**

**Date:** 9/9/2016 12:46:11 PM

**City/State/Zip:** Carlsbad, California 92008

**Company Complaining About:** Wix.com

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## **Description**

Originally registered new domain name with Wix.com. Paid \$25 for 1 year. Anniversary past without invoice & Wix.com terminated our domain name. Criminal actions that caused financial harm. Now we do not have recourse to even shop for a different carrier as they are holding our domain name hostage. Manager @ Wix.com "Abe" call registration # (b) (6)

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**Ticket: # 1186031 - Reportedly Porto graphics emails**

**Date:** 9/9/2016 3:58:07 PM

**City/State/Zip:** Rockingham, North Carolina 28379

**Company Complaining About:** Time Warner

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**Description**

I have been getting emails with reportedly Porto graphic attachments from  
: 9109954699@VZWPIX.com

I could not attach the email.

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**Ticket: # 1186505 - Internet service issues****Date:** 9/9/2016 6:33:10 PM**City/State/Zip:** Bark River, Michigan 49807**Company Complaining About:** AT&T

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**Description**

I have already filed one complaint but I feel the need to file again but AT&T customer service is not acceptable. After spending hours on the phone in the evening on 9/8/16 troubleshooting with their tech department there was no resolve with my service interruption. I was told to call back the following morning and talk with the service department which I did only to have the the gentleman on the phone tell me that he can't help me and to call the tech department, which I already spoke to the previous evening. So I called the tech department once again and once again they can't fix my service but tell me that they will have to send a technician to my home but I need to take the day off of work and loose wages so they can fix their incompetence. This is completely unacceptable since I am sure they will charge me for all this even though I don't have any service. AT&T always seems to make sure they charge the customer for their screw ups. I need the help of the FCC since AT&T keeps giving me the run around and won't help me fix their problem with my service

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**Ticket: # 1192412 - Consumer wants, Micosoft Windows 7 back**

**Date:** 9/13/2016 7:53:29 AM

**City/State/Zip:** District Heights, Maryland 20747

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1188171 - Poor DSL internet service****Date:** 9/10/2016 5:53:36 PM**City/State/Zip:** New Windsor, New York 12553**Company Complaining About:** Frontier Communications

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**Description**

For 10 years, I have had Frontier DSL internet service because there are virtually no other options in my area. For at least six years, I have complained that the service is intermittent and that I rarely, if ever, have the speed I have been promised (at least 3 Mbs). We have done multiple speed tests, and even in off-peak times, I rarely get more than 2.3 Mbs. Frontier always tells me that this is in their "acceptable" range. Given that 2.3 Mbs is quite a large percentage less than 3, I do not understand what "acceptable" means. Three times they have replaced my modem, which has resulted in temporary improvement in regularity of service, but not speed. Twice they have come to the house and inspected the telephone lines without finding a problem. They have, one two occasions, granted me a credit because I have called in with specific times of service interruptions. Frontier has also repeatedly blamed interruptions in service on "upgrades." In late July 2016 I spoke to a customer service representative about when those upgrades were to be completed and how they would influence my service. He eventually admitted to me that my area was not being upgraded and was not slated to be so in the near future.

I am at a loss of what to do. The only other provider in my area is Time Warner Cable, and my neighbors have warned me off of this option. My complaints are that Frontier has lied to about the quality of the service, I have not received the minimum speed I contracted for, and promised upgrades have not occurred.

---

**Ticket: # 1189608 - Suddenlink injecting code into unencrypted web browsing**

**Date:** 9/11/2016 6:28:28 PM

**City/State/Zip:** Lubbock, Texas 79424

**Company Complaining About:** Sudden Link

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## **Description**

Evidence attached.

This is unacceptable. If suddenlink has message to send to their customers, they need to realize that is what email is for. Their job is to provide internet service, not manipulate the content provided through it.



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**Ticket: # 1190951 - Report to U.S. Attorney Request Forward to U.S. Senator Toomey Requirement:**

**Date:** 9/12/2016 2:41:53 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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**Description**

U.S. Senator Patrick Toomey

I write in upgraded complaints against U.S. Senators: Ron Wyden and Jeff Merkley's constituent workers who refused listen to my complaints and made unauthorized forward to our Park Tower Apartments and U.S. Department of Housing Urban Development what I do not want them involve in these email letters. I do not want using subsidized housing due of increasing bad witch hunts with hidden two-faced discriminated against (b) (6).

I do not want register Oregon Voter Election because of Oregon does not welcome me to be here! State of Oregon made sent a letter to me leaving from this letter. They kept sending me more letters that I must move out here at immediate action. I want register a new East Coast Voter Election in East Coast what I wanted. I was not happy that Oregon politicians refused met me in person due of avoiding me because of rudeness because of other citizens called located all political officials' offices about hitting my back name that I got hurt from other citizens made called them.

Please male U.S. Attorney can authorize me relocating to other state in East Coast as help me getting Voter Registration immediate for November 8th, 2016. Let me know with processing help me! Sincerely,

(b) (6)

Cc: U.S. Senators

\*\* Federal Communication Communication required forward to U.S. Senator Patrick Toomey and U.S. Attorney required pulling Mr. David Johnson out of subsidized housing immediate action today, relocate to private housing under someone may willing take me in for our private restricted protection because of they may kill me off. Please release report to U.S. Attorney and Federal Bureau Investigation and other federal agencies in Washington, DC serious business responses, after relocated housing report to U.S. Senator Patrick Toomey knowledge requests.

---

**Ticket: # 1190955 - Ransom web page demands I call 1-888-401-0759**

**Date:** 9/12/2016 2:43:26 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Dish Network

---

## **Description**

When I read the message that my computer was blocked and would be disabled in 5 minutes if I did not call that number and my mouse could not shut down the computer, I un-pluged it. That number's person, "Daniel", claimed to be Windows Support and hung up when asked for his employers name. According to another internet site, the offender comes from [www.iyogi.com](http://www.iyogi.com).

Will it be safe to plug it in again with no other further actions?

---

**Ticket: # 1191393 - computer held fo ransom**

**Date:** 9/12/2016 4:44:57 PM

**City/State/Zip:** Long Pond, Pennsylvania 18334

**Company Complaining About:** Frontier

---

## **Description**

These people lock up your computer and tell you to call 1 844 467 0515, the last time I called the number they wanted about \$200 to have someone unlock your computer. The screen that comes up warns you that if you try to unlock it yourself you could lose all of your files. I tried a reverse phone number look up but there was no info available. What can be done to protect us from these scams?

---

**Ticket: # 1191421 - Report to Philadelphia US Attorney pulling Mr. XXXXX XXXXXXXX out of public housing Requirement:**

**Date:** 9/12/2016 4:54:29 PM

**City/State/Zip:** Portland, Rhode Island 97205

**Company Complaining About:** Comcast

---

## **Description**

U.S. Senator Patrick Toomey

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Please male U.S. Attorney can authorize me relocating to other state in East Coast as help me getting Voter Registration immediate for November 8th, 2016. Let me know with processing help me! Sincerely,

(b) (6)

Cc: U.S. Senators

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**Ticket: # 1191639 - No service poor service**

**Date:** 9/12/2016 6:04:04 PM

**City/State/Zip:** West Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

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### **Description**

Frontier consistently provides unacceptable service, I am in school and need my internet. I attend one of the 6 best music colleges in the U.S.

---

**Ticket: # 1191905 - Xfinity WIFI Interference**

**Date:** 9/12/2016 8:04:30 PM

**City/State/Zip:** Hilliard, Florida 32046

**Company Complaining About:** AT&T

---

**Description**

Dear Sir and/or Madam:

While traveling in the North Florida area my cellular service is constantly being interrupted by a Xfinity WIFI advertisement. As an example, if I am using GPS to locate a place of business, etc the Xfinity advertisement pops up on my smartphone causing me to stop my car and re-set the GPS. In certain areas I cannot gain access to my browser because the Xfinity advertisement disallows access. This must be a problem for many. I have searched on line to see if there is away to disallow the Xfinity interference, but to no avail. Can you help me?

---

**Ticket: # 1204058 - illegal tower and high trasmission on cb**

**Date:** 9/18/2016 5:09:33 PM

**City/State/Zip:** Harvey, Louisiana 70058

**Company Complaining About:** Cox

---

### **Description**

my neighbors cb tower is pushing so much power that when he keys up i can hear him in my headphones and it kills my internet connection. his address is (b) (6), HARVEY LA 70058

---

**Ticket: # 1193145 - LOUD commercials**

**Date:** 9/13/2016 1:26:25 PM

**City/State/Zip:** Cincinnati, Ohio 45211

**Company Complaining About:** AT&T

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**Description**

Every commercial broadcasted on Pandora is louder than the songs.



---

**Ticket: # 1193752 - Internet**

**Date:** 9/13/2016 4:18:50 PM

**City/State/Zip:** Reno, Nevada 89508

**Company Complaining About:** AT&T

---

## **Description**

I have been without my internet for 5 days. Every time I call AT T & T I get a different story from them about the problem. First it was an update in the Phillipines that was causing the problem, then the line was down, now it is another story. Every body I talk to has a different reason the can't help me and all I want to do is reset my password I have gone to the President's office and they do not want to help either. They are very uncooperative customer service representatives and most do not speak English for us to understand. I need to get this issue resolved and they are not wanting to help. First they said it was faulty equipment then called and changed their mind and said it was the update in the Phillipines.

---

**Ticket: # 1193759 - Virus Website****Date:** 9/13/2016 4:21:26 PM**City/State/Zip:** Romulus, Michigan 48174**Company Complaining About:** Comcast

---

**Description**

I followed a link and was told my credit cards and computer would be hacked and stolen unless I called one of the following numbers: 866-945-1839 or 888-867-1289. The website link is: [https://www.googleadservices.com/pagead/aclk?sa=L&ai=C3ban\\_FvYV5-kLNaQBdX8jOAEgaKtyUbM9Laf5gLAjbcBEAEgo-adJWDJhoCAkKToD6ABIKTu3APIAQGoAwHIA8MEqgR1T9CkBM7v1dDfedgoXlfcXpKjfnyCHc\\_7XOO06F08F65MxCm5gb5Dk3h0B2MVZ848dG3aWRdZuNxK\\_ybajwK4Q5NWC3LnESuQiqF8FXMVUtzY37NhoktLXumLGvPKrTLyGLSwRvDyIBO900XK9OySSgjlAT00iAYBgAfU25EjqAeBxhuoB6a-G9gHAQ&num=1&cid=CAASEuRoDspushxpqLy0moxErhYRSg&sig=AOD64\\_3tHAGv7HKkKIXUdPTe0pZIE MnFqA&client=ca-pub-8708471661558831&nm=37&mb=2&bg=ljl-lj5dEh4n9kDuA9GkCAAAASIIAAAAomQGEq2bmHbR4lsCZ\\_\\_m7ZQu33GK6Zvop2npeOnSiDqJPLJkPhmGvU6Tx8RJ8ZFKJ29CIY9mkMEd3gtv7JBF6J8bz07EZn18KPMR\\_PXKDs2OaFF3X-76NEe3cC24ZIIY3obTLaxuFoihzdQYC8GjvfL7xzsYKBjiaDejYNMne8vXiRoMYnzEVzD2aQ-XdvjlgGApgODq\\_72naUYb\\_mOBMRpg0ISkZQkoRbE\\_KBFzwtLksNLIUgzylSm5bFo5QgSa-XeMKufYZi2Wu\\_rRGDOVCXUyQLPyw4yushVoyKI1MIbe-C3UIjlEdDZXAzYAzbD8fvYK6OCOelFuuCdMoveXHAAuv95FzIS9juBSMsBFT-x8y3UoCEBgCKVcz17zgidogAU7Ga2aaxlOwtiEK3IUuW2kLq98TKhL8ivbl0FZlZ8zQtb5zH3yjoTr-yh-DLaWtC28MPHAqa3A3vpnB7S5Zf3onZF\\_HAmS4LKl4X8SNxpZH833UrRpP8AiRokdpzim2jKuEkwlS\\_\\_w&adurl=https://www.petbasics.com/where-to-buy/%3Fecid%3Dpetbasics:ps:na:na:42436:101725%23species%3Dcat%26brand%3Dseresto](https://www.googleadservices.com/pagead/aclk?sa=L&ai=C3ban_FvYV5-kLNaQBdX8jOAEgaKtyUbM9Laf5gLAjbcBEAEgo-adJWDJhoCAkKToD6ABIKTu3APIAQGoAwHIA8MEqgR1T9CkBM7v1dDfedgoXlfcXpKjfnyCHc_7XOO06F08F65MxCm5gb5Dk3h0B2MVZ848dG3aWRdZuNxK_ybajwK4Q5NWC3LnESuQiqF8FXMVUtzY37NhoktLXumLGvPKrTLyGLSwRvDyIBO900XK9OySSgjlAT00iAYBgAfU25EjqAeBxhuoB6a-G9gHAQ&num=1&cid=CAASEuRoDspushxpqLy0moxErhYRSg&sig=AOD64_3tHAGv7HKkKIXUdPTe0pZIE MnFqA&client=ca-pub-8708471661558831&nm=37&mb=2&bg=ljl-lj5dEh4n9kDuA9GkCAAAASIIAAAAomQGEq2bmHbR4lsCZ__m7ZQu33GK6Zvop2npeOnSiDqJPLJkPhmGvU6Tx8RJ8ZFKJ29CIY9mkMEd3gtv7JBF6J8bz07EZn18KPMR_PXKDs2OaFF3X-76NEe3cC24ZIIY3obTLaxuFoihzdQYC8GjvfL7xzsYKBjiaDejYNMne8vXiRoMYnzEVzD2aQ-XdvjlgGApgODq_72naUYb_mOBMRpg0ISkZQkoRbE_KBFzwtLksNLIUgzylSm5bFo5QgSa-XeMKufYZi2Wu_rRGDOVCXUyQLPyw4yushVoyKI1MIbe-C3UIjlEdDZXAzYAzbD8fvYK6OCOelFuuCdMoveXHAAuv95FzIS9juBSMsBFT-x8y3UoCEBgCKVcz17zgidogAU7Ga2aaxlOwtiEK3IUuW2kLq98TKhL8ivbl0FZlZ8zQtb5zH3yjoTr-yh-DLaWtC28MPHAqa3A3vpnB7S5Zf3onZF_HAmS4LKl4X8SNxpZH833UrRpP8AiRokdpzim2jKuEkwlS__w&adurl=https://www.petbasics.com/where-to-buy/%3Fecid%3Dpetbasics:ps:na:na:42436:101725%23species%3Dcat%26brand%3Dseresto)

I used my Windows 10 Task Manager to close Google Chrome and could find no viruses when I searched my computer afterwards.

---

**Ticket: # 1194260 - Satellite Terrorism BEL AIR SECURITY COMPANY**

**Date:** 9/13/2016 7:20:36 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

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## **Description**

When I pressed enter on FBI website to submit a tip regarding Satellite Terrorism I received what i would call is a magnetic stamp or a sensation of a muzzle being pressed to my forehead when I sent the Tip regarding Mr. President Barack Obama and Satellite Terrorism. Security codes of Bel Air clients of Pro-Tech Systems have been compromised du to satellite Terrorism.

Bellow are three images that depict how the Satiare and INTERNET Terrorists modify FBI reports regarding torchere. First they modify apple dictionary to make the computer believe that a perfectly spelled word is misspelled, than they inject the new word using the dictionary and some other injection method.

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**Ticket: # 1194719 - Internet Hijacking**

**Date:** 9/14/2016 3:23:13 AM

**City/State/Zip:** Riverview, Michigan 48193

**Company Complaining About:** Comcast

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## **Description**

I recently switched services from Comcast to WOW about a week ago. However, eventhough WOW customer service has sent a technician out to help resolve our connectivity issue, there still seems to remain residual issues with Comcast where we are not able to connect to the internet unless we activate our Comcast services via an online onscreen portal. Somehow, Comcast is even preventing my Samsung S5 Smart phone and personal notebook PC from connecting to the internet by this means. I have even called to confirm with Comcast that our services with them have been disconnected and contacted WOW to ensure our services are active. WOW tech support has stated during hour long troubleshooting session that their signal to our router/modem was not being received.

---

**Ticket: # 1195076 - ATT illegal virus to merge emails**

**Date:** 9/14/2016 10:39:46 AM

**City/State/Zip:** West Hills, California 91304

**Company Complaining About:** AT&T

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## **Description**

ATT merged, without permission my Yahoo Account with their assigned ATT.net account. They do this to harass customers, take over your accounts, and send mail that you specifically block. The instructions to disable said email do not work and you can only do so by weeks of threats to workers that refuse to change the bug they infect your computer with. It has taken 1 month, cancellation of service, rebooting my Computer to day one and I'm still infected with the ATT.net Virus. (And Apple has tried but ATT services that state just press the delete button ... Well that button doesn't exist. It's cost me 300 hours and 3500.00 worth of Computers. The people refuse to delete the account and I'm fed up. Over 1 month, I haven't had email from the service they hijacked for a year and I don't want their email and even after replacing them they are forcing me to buy new computers to get rid of their email adress and incessant advertisements. And how did we do phone calls ... They do zip, they are lousy, I've cancelled them ... But they call and do not call doesn't apply to lousy ATT.

---

**Ticket: # 1195179 - Repeated Spam**

**Date:** 9/14/2016 11:12:49 AM

**City/State/Zip:** New Port Richey, Florida 34655

**Company Complaining About:** Frontier Communications

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**Description**

I receive about a half-dozen spam e-mails per day from an IP address that resolves to Colocrossing.com. I have contacted them repeatedly and asked them to stop and for about two months I have been reporting the spam to Spamcop which in turn reports it to abuse@colocrossing. I am attaching a file containing one of the message's source data as processed by Spamcop. The file omits approximately 6 mb of random words included in the original message. The source resolves to 198.23.174.58 Colocrossing

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**Ticket: # 1195729 - COMCAST**

**Date:** 9/14/2016 1:44:29 PM

**City/State/Zip:** College Park, Georgia 30337

**Company Complaining About:** Comcast

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## **Description**

I have been having major issue with Comcast. I work from home and have been getting kicked off the VPN. I consulted with my Help Desk and test were ran that proves that Comcast is holding the bandwidth when Im connected to the VPN. I have ran speed test and Im getting 96MBPS download and 13 uploads

---

**Ticket: # 1196816 - Wifi Jamming/Deauth**

**Date:** 9/14/2016 7:51:39 PM

**City/State/Zip:** Westhampton Beach, New York 11978

**Company Complaining About:** Centurylink

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**Description**

Networks are being jammed/deauth attacked



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**Ticket: # 1196450 - Company says They are IRS**

**Date:** 9/14/2016 5:21:52 PM

**City/State/Zip:** Uniondale, New York 11553

**Company Complaining About:** Cablevision

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### **Description**

Received call from 719-298-0712 claiming they are the IRS. First computer voice answers telling me this is IRS and they are going to have a lawsuit against me. When I called them the first time they hung up called right away they picked up and hung up called again rang enough that no one answered called again same thing happened called again they picked up and did not say IRS until I asked who they were they answered with heavy Pakistani or Indian accent. I hung up. Please check them out let me know thank u

---

**Ticket: # 1197222 - Internet service provider**

**Date:** 9/15/2016 1:04:36 AM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Aria Communications

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### **Description**

My internet service provider constantly and consistently does not supply internet service that stays online its out on weekends and there is no help,available or tech line on weekends the person that helps on weekdays always says the server is down or the Dns service is out I usually have to wait hours to use the Internet at night and it almost never is reliable on weekends

---

**Ticket: # 1197261 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 9/15/2016 4:26:16 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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### **Description**

Could you please address members of media, which is approached me within a increased level, about singer Mr. Steve Perry. The arguing is being placed at a increased level around Mr. Adam Levine.

Could you seal my AOL account, where my internet activity around Journey and Mr. Steve Perry is.

Could you close the surveillance.

---

**Ticket: # 1198260 - INTERNET DISRUPTION or LACK OF SERVICE AND TIVO LACK OF SERVICE**

**Date:** 9/15/2016 1:48:53 PM

**City/State/Zip:** West Frankfort, Illinois 62896

**Company Complaining About:** Mediacom

---

**Description**

I have had interruption in service issues for the past six months. I have had service calls, probably ten, with no resolution to the issues. I think the lines or something regarding the lines are bad. My tv is also very sporadic. Half the time we cannot get channels. (we have tivo which runs off the internet) Now I cannot even hide the adult channels as it won't stay with that command and I have a young son I don't want exposed to that, obviously. I work from home and have to have a stable internet connection to work or I will have to go back in the office.

---

**Ticket: # 1198569 - RE: [FCC Complaints] Re: Email Issues With Verizon**

**Date:** 9/15/2016 3:01:39 PM

**City/State/Zip:** New Brunswick, New Jersey 08901-3168

**Company Complaining About:** Verizon

---

## **Description**

This is a follow-up to your previous request #1112842 "Email Issues With Verizon"

Hello

The same problem is again causing me inability to use email.

Cordially

(b) (6)

The information contained in this email, including any attachment(s), is intended solely for use by the named addressee(s). If you are not the intended recipient, or a person designated as responsible for delivering such messages to the intended recipient, you are not authorized to disclose, copy, distribute, or retain this message, in whole or part, without written authorization from (b) (6). This email may contain proprietary, confidential, or privileged information. If you have received this message in error, please notify the sender immediately. This notice is included in all email messages generated by (b) (6). Thank you for your cooperation it is my privilege to serve you!

If you do not wish to receive future emails in regard to insurance products click on the following link to be removed from future mailings: [Please Remove From Mailing List](#).

---

**Ticket: # 1199939 - Failure to unsubscribe emails**

**Date:** 9/16/2016 8:58:46 AM

**City/State/Zip:** Mclean, Virginia 12101

**Company Complaining About:** Pollution Controls

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### **Description**

I have, on numerous occasions, over the past month or so, unsubscribe from emails for various products and services sent by Pollution Controls of Peabody, Massachusetts. However, The emails keep coming.

---

**Ticket: # 1203633 - Internet service**

**Date:** 9/18/2016 10:16:41 AM

**City/State/Zip:** Easley, South Carolina 29640

**Company Complaining About:** AT&T

---

## **Description**

We have been dealing with poor service for over a year that has yet to be resolved. Every technician that has been assigned this issue has stated that the problem is that the lines in our neighborhood need to be replaced. We were told by one technician that our service was disrupted to fix a neighbors issue at the time. One side of our neighborhood is dealing with this issue constantly while the other side (that has Uverse available) has great service.

---

**Ticket: # 1200410 - trespassing on private property**

**Date:** 9/16/2016 11:49:03 AM

**City/State/Zip:** Portland, Oregon 97218

**Company Complaining About:** Centurylink

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### **Description**

Amalfi telecom entered my property without my permission. Sub-contractor for Century Link. Spoke with owner, Rick Landof, based in Texas. Didn't really care about what happens in Portland. Century Link complaint line hung up on me. Not a Century Link customer. Had to call Portland Police.



---

**Ticket: # 1200802 - Poor internet service**

**Date:** 9/16/2016 1:23:05 PM

**City/State/Zip:** Bullhead City, Arizona 86442

**Company Complaining About:** Sudden Link

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## **Description**

I am having trouble with VOIP-based phone service based on poor internet service at my medical office. Patients are having a hard time hearing us. We've been complaining for several months and have had numerous site visits. We've been told by our phone people (Equinet in Henderson, NV, (702) 789-6030) that Suddenlink's platform can't support these VOIP phones, but nobody from Suddenlink has relayed that to us or made any modifications or suggestions to remedy the situation. We have been fed all sorts of nonsense by this company (parent company Cequel) and need your help. Thank you

---

**Ticket: # 1201101 - Internet Interference**

**Date:** 9/16/2016 2:31:29 PM

**City/State/Zip:** Jasper, Arkansas 72641

**Company Complaining About:** Dish Network

---

## **Description**

I continue to have problems. This is in regard to a complaint filed a few days ago. My computer has been practically been disabled. I cannot access my email and most icons on the desktop. Please help.

Thank you,

(b) (6)

---

**Ticket: # 1201387 - CRIMINAL PRACTICES BY COX COMMUNICATIONS**

**Date:** 9/16/2016 3:55:16 PM

**City/State/Zip:** Metairie, Louisiana 70001

**Company Complaining About:** Cox

---

**Description**

COX COMMUNICATIONS IS WILLFULLY AND MALICIOUSLY INTERFERING WITH LIFELINE AND PAID BROADBAND SERVICES; AND IS GUILTY OF CRAMMING.

---

**Ticket: # 1201388 - Neighborhood wireless interference****Date:** 9/16/2016 3:56:10 PM**City/State/Zip:** Milwaukee, Wisconsin 53221**Company Complaining About:** Milwaukee Public Schools

---

**Description**

Between 2:45 and 3:30 p.m. every weekday, wireless devices in my home lose signal. Sometimes this only lasts a few minutes, sometimes it lasts up to an hour. I believe something at Lowell Elementary School is interfering with wireless signals when school lets out for the day, but I don't know whether or not it is intentional. This began last year, didn't happen at all during summer, but has begun again with the new school year.

I work from home as a freelancer. Wi-fi and wireless hardware is essential to making a living. My equipment experiences interruptions while I'm working, particularly my headset and microphone while recording audio.

It's possible this interruption is not being done maliciously, but if it is, it's posing a serious obstacle to my employment and may have worse effects on others in the neighborhood. Sure, for me it's just wifi and a headset, but there may be someone in the neighborhood experiencing outages of medical equipment and the like.

---

**Ticket: # 1202140 - Slow internet**

**Date:** 9/16/2016 9:24:32 PM

**City/State/Zip:** Wellsville, Missouri 63384

**Company Complaining About:** Charter

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## **Description**

The installer installed cable and internet next door. we share same line and my speed goes down slower. I am so anger that I can't get my internet goes as normal.. I only go home on weekend and gon on ther road during the week. They installed the internet line seperateded but never done. the next door and mine are still share share lines. I am so angey when I get home and my internet is damn so slow and not able to make calls..

They istalled new line and left . not completed.

---

**Ticket: # 1202177 - wifi jammer**

**Date:** 9/16/2016 9:45:34 PM

**City/State/Zip:** Lavista, Nebraska 68128

**Company Complaining About:** Cox

---

## **Description**

one of my neibers is using a wifi jammer made by cisco products its messing the hole neiberhood up what can i do it shows on my computer that it is a cisco product just for this perposs of saying so they 94 models of jammers they even say they are leagal should i build my own or what should i do.

---

**Ticket: # 1202269 - COX Cable Internet and Cable wifi device hacked**

**Date:** 9/16/2016 11:38:19 PM

**City/State/Zip:** Phoenix, Arizona 85001

**Company Complaining About:** Cox

---

## **Description**

We believe someone is hacking our cable TV and cable wifi. We have spotted and have many photograph of rogue aircraft in the Casa Grande area doing very questionable things to teleco, wifi and wired connection. Need for the rogue IMSI Stingray aircrafts to be stopped. The aircraft are using a device/ping via wifi to cause wifi issues. Cox need to prevent hackers from affecting and interrupting our networks. The aircraft gets to the city at around 7pm and like clock work, our cable router and wifi goes down whenever the aircrafts are here. About 40 large aircrafts equipped to intercept, control and interrupts COX teleco stay and arrive in Casa Grande on dialy basis. FCC need to make sure our internet service is protected and not hacked by rogue aircrafts. COX can send a field tech to casa grande in the evening to observe the aircrafts. The aircrafts are around Florence and peart and visible via the naked eye. The aircraft are also detectable via radar. The aircraft and interuptions to teleco like COX have also been spotted in Chandler, AZ and Tempe, AZ and across the United States

---

**Ticket: # 1202347 - Hotspot WIFI Blocking**

**Date:** 9/17/2016 2:10:57 AM

**City/State/Zip:** Deltona, Florida 32738

**Company Complaining About:** Sprint

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## **Description**

I was a Hotel Guest at the Tuscany Hotel in Las Vegas, from Sunday 11-Sep. through Saturday the 17th. My reason there was work. I am in the Tradeshow Industry, and during my stay I experienced the blocking of my Hotspot signal by the Tuscany. I was frustrated because I could not stream anything, in fact, my cell phone did better in accessing the internet when I switch the WIFI off on it. The Tuscany charges \$9.99 per day, I give them credit for charging a very low price compare to other venues. However, I was there for 7-days, if I had a Hotspot why should I be force to pay for a service I am already paying for with the amount GB's I used for streaming. My company booked me in this hotel, and I promise I will never return to it, I will spread the word to my co-workers, not to come to the Tuscany....

VR,

(b) (6)



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**Ticket: # 1202712 - Scam Website in Process****Date:** 9/17/2016 12:35:58 PM**City/State/Zip:** San Antonio, Texas 78207**Company Complaining About:** N/a

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**Description**

This contact number: 888-258-8107, keeps popping out on my internet web surfing claiming that if I close my browser my computer data will be erase. I have a very good antivirus and malware software download that I paid for and every time this ad pops up w/phone #(above) I just close my browser and have no problem reopening and surfing the internet again. I think these people are scamming those who don't have the software I have for money. I think you should investigate them, the ph. # 888-258-8107, is what is use to get assistance by purchasing their assistance.

---

**Ticket: # 1203020 - wifi jammer**

**Date:** 9/17/2016 4:17:07 PM

**City/State/Zip:** Lavista, Nebraska 68128

**Company Complaining About:** Cox

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### **Description**

i have made on complaint so far one off my neighbors Is using a cisco brand wifi jammer in my neighborhood can tou please help or at the verry least would you tell me if it is legal for me to build my own device to kill his.

---

**Ticket: # 1203281 - Atlantic Broadband**

**Date:** 9/17/2016 7:35:00 PM

**City/State/Zip:** Centreville, Maryland 21617

**Company Complaining About:** Atlantic Bb Inc

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**Description**

I pay my bill every month and my internet goes out daily and Atlantic bb won't do anything about it.

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**Ticket: # 1203509 - Comcast - More Issues**

**Date:** 9/18/2016 3:54:24 AM

**City/State/Zip:** East Vandergrift, Pennsylvania 15629

**Company Complaining About:** Comcast

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**Description**

Today at 03:38

On Sat Sept 17th ,Comcast throttled my internet service and had me disconnected from internet and phone services , Comcast falsely claims thats not the case and blames the issue on the modem/routier owned by comcast but Mr.Diaz rents it at \$10.00 month . The modem and Routier has still not been replaced and Comast Corp Office State that if they come out for another service call then Mr.Diaz will be charged for the service call over \$50.00 As comcast keeps falsely blaming service issues on Diaz Devices and equipment and that's not the case because it's the modem and router that's owned by Comcast unless it's comcast throttling and disconnecting my service in retaliation for having an FCC complaint against Comcast . Mr.Diaz refuses to pay that \$50 Service Fee. Plus WiFi Signal and internet constantly drops and disconnects

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**Ticket: # 1242692 - Comcast**

**Date:** 10/7/2016 2:14:11 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

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**Ticket: # 1203726 - Unauthorized use of my internet data.**

**Date:** 9/18/2016 12:01:27 PM

**City/State/Zip:** Arp, Texas 75750

**Company Complaining About:** Microsoft

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## **Description**

Microsoft forcing downloads to my metered connection without my consent. Using Windows 10 there is no avenue available to stop downloads of updates. It is also stated no downloads will occur to a "metered connection", i. e. one that charges by data used. From September 1, 2016 to September 15, 2016, Microsoft sent five updates without me being able to accept or reject these downloads which resulted in an undetermined amount of unauthorized use of my data. I am a seventy year old retired person on a limited fixed income and I cannot afford someone running my internet bill up. I want this practice stopped immediately and I want to be reimbursed for what I consider theft of my property.

---

**Ticket: # 1204759 - Cruiser Customizing**

**Date:** 9/19/2016 10:11:43 AM

**City/State/Zip:** Oceanside, New York 11572

**Company Complaining About:** Altice Usa

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## **Description**

I receive numerous unwanted advertising emails from CruiserCustomizing.noreply@news.cruisercustomizing.net. I have clicked unsubscribe multiple times, which I get a confirmation page.

When this has failed to stop me from getting emails, I have contacted the company who assured me I would never receive emails again. I still receive emails and it appears nothing will stop them. This has been going on for over a year

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**Ticket: # 1204822 - Internet outages**

**Date:** 9/19/2016 10:39:44 AM

**City/State/Zip:** Becker, Minnesota 55308

**Company Complaining About:** Windstream Communications

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## **Description**

Every single night, (not kidding) at between 7 and \*pm my internet service goes out, never know for how long, always back on in morning. Windstream communications, Big Lake, MN. Have made many calls and had a service person out. Was told by service man since all new equipment was installed has seen more of this. They know its happening but only take 10 per month off my bill( these are the only hours we with school children we use internet) We have the slower service the provider offers, I know other customers aren't receiving same poor service , is this only because we have a less expensive plan? I don't know of any other providers, if I did I would switch. I also don't know where to go for help. I really just need internet service, its not as much about the money. We have contacted the company many many times over the past 4 months, but just don't know where else to go.



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**Ticket: # 1204908 - Fraud/ Illegal Operations on smart phone**

**Date:** 9/19/2016 11:09:45 AM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** AT&T

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## **Description**

Again the following consumers in which service has been paid continue to signal jam and interfere with the battery operation of the phone. Just recently spend 45.00 with CPR repair on a new port on the phone less than three months and there's a life time warranty. CPR with others in the Aventura area are fraudulent accessing my data on the phone. This is to include Publix Grocery, Aventura Library, and Winn Dixie. Att/ Apple are the only other providers. I AM no under contract and they have no right to stop my battery from operating. The following purchase reflects internal interference, purchase of a brand new my charge equipment and already in my possession had the my charge in use. The internal interference or programming is fraudulent. Need my data, phone number released ASAP!

---

**Ticket: # 1205404 - Utiware most have transferred my domain nane**

**Date:** 9/19/2016 1:16:13 PM

**City/State/Zip:** Abuja, Wisconsin 20850

**Company Complaining About:** Cable One

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## **Description**

Utiware (utiware.net) transferred my domain name fraudulently without my knowledge.  
Skylighttech.com

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[Ticket: # 1207945 - DSL service](#)

**Date:** 9/20/2016 11:57:28 AM

**City/State/Zip:** Cleveland, Georgia 30528

**Company Complaining About:** Windstream Communications

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## **Description**

daily interruptions in internet service

lose whatever work in progress and have to log back in and start over troublesome and costly long

waits on phone to speak to someone get put on hold and hung up on

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**Ticket: # 1206586 - constant spamming texts**

**Date:** 9/19/2016 6:34:29 PM

**City/State/Zip:** Estell Manor, New Jersey 08319

**Company Complaining About:** Verizon

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## **Description**

every week I am receiving spamming text with this:

(b) (6) Chicago

IL 60622 (b) (6)

<http://zvyasia.com/w5ZvKLt>

Phone # this time was (b) (6) But it's always from different #'s. It's annoying

---

**Ticket: # 1205938 - Optimum online/Cablevision**

**Date:** 9/19/2016 3:35:50 PM

**City/State/Zip:** East Meadow, New York 11554

**Company Complaining About:** Optimum Online/cablevision

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## **Description**

Signed up with Optimum on in July - technician took 8 hours to install equipment. Within a week, I call Optimum to complain about internet speeds and continuous problem of being knocked off the internet. I was told I need to upgrade. In September, all services was knocked off, Optimum sent a technician who fixed the issue. The technician needed to reinstall everything since the first technician did not do it correct (see report attached). Optimum is refusing to refund me even though their technician confirmed that the first installation was incorrect.

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**Ticket: # 1206547 - Threatening blockage**

**Date:** 9/19/2016 6:20:29 PM

**City/State/Zip:** Painesville, Ohio 44077

**Company Complaining About:** AT&T

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## **Description**

When this particular warning appears I am unable to take any action except turn off my computer. The message is from a supposedly expert Windows group who tells me that my computer is blocked and that they have detected a virus on my computer and that I must call them at 1-877-753-6941 to avoid a shutdown of (among other things) my Facebook account. I am not a Facebook member. Once this message arrives I am prevented from exiting the page, and must shut my system down.

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**Ticket: # 1207316 - They're Liars!**

**Date:** 9/20/2016 6:22:52 AM

**City/State/Zip:** Phoenix, Arizona 85004

**Company Complaining About:** Cox

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## **Description**

The people who provide this Wi-Fi are scamming white motel guests/hacking, and act like they deserve it because all white guests are criminals.

FriendshipInn\_NETGEAR\_2GEXT

FRIENDSHIPINN-Guest

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**Ticket: # 1207204 - EAS weekly tests**

**Date:** 9/20/2016 1:01:55 AM

**City/State/Zip:** Clio, Michigan 48420

**Company Complaining About:** Charter

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### **Description**

We have had over 21 EAS tests in the last week. they are all on WNEM tv5. They are all after midnight. Who is putting these on the air. Is it the fcc or the station. This is getting to be ridiculous. It changes our cable station every time they show it.



---

**Ticket: # 1207208 - Re: Report to U.S. Senator Patrick Toomey, FBI, U.S. Senator Jeff Merkley**

**Date:** 9/20/2016 1:10:56 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley

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## **Description**

This is a follow-up to your previous request #1196552 "Report to U.S. Senator Patrick Toomey, FBI, U.S. Senator Jeff Merkley"

I called U.S. Senator Merkley - Constituent Worker Joel that I told him everything went left his voice mailbox about Park Tower Apt & US HUD had been monitored on all our E-Mail communications and Letters through utility room hooked link to office computer and printed without my knowledge what doing me and U.S. Senators and others to be notified to U.S. Senators Patrick Toomey in Philadelphia - Constituent Nick and Merkey in Portland - Constituent Joel all both who responsible handle our case that I get harmed due to staffs monitored all my e-mail and communication records that they seek for killing (b) (6) .

---

**Ticket: # 1207212 - Re: Report to Philadelphia US Attorney pulling Mr. XXXXX  
XXXXXXX out of public housing Requirement:**

**Date:** 9/20/2016 1:17:15 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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## **Description**

This is a follow-up to your previous request #1191421 "Report to Philadelphia US Attorney pulling (b) (6) out of public housing Requirement:"

Requirement banned applies to all service coordinators involved in our political writing/reading and do not allow service coordinators using office computers. Telling US Senators remove (b) (6) out of subsidized housing due to monitor against (b) (6) through office computer via utility room. I do not want remaining with subsidized housing hard periods possible to witch hunts. Urgent fired all Service Coordinators!

---

**Ticket: # 1207306 - Satellite terrorism homeland security re: Mr. Obama**

**Date:** 9/20/2016 5:52:02 AM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** AT&T

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### **Description**

Here I upload a video of myself on mine control approaching the topics of terrorism in the United States and discuss how to toggle between states on the CIA computer and defeat homeland security. This is for demonstration purposes

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**Ticket: # 1207292 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 9/20/2016 4:45:32 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you address members of media, tying actor Mr. David Duchovny and Mr. Adam Levine to the following products:

Entemann's products

Mr. Oscar Meyer products

Mr. Bob Evans products

Panera Bread/Bread

Hungry Man TV Dinners

Perdue Chicken

Coca Cola products

Could you close the 2010 surveillance.

---

**Ticket: # 1207296 - Satellite Terrorism Manufacturing Terrorism Homeland Security**

**Date:** 9/20/2016 5:22:27 AM

**City/State/Zip:** 2621 Trenely, California 93063

**Company Complaining About:** AT&T

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## **Description**

Poor homeland security when it comes to defending the President.

Can toggle states between terrorists groups to gain access to CIA KILL COMMANDS TO ASSASSINATE THE PRESIDENT ON THE FLY.

Former Cia associate Woodrow Willson security professional reviews Barack Obama and America Homeland Security policy against terrorism.

Since exposing these security exploits homeland security has fixed these issues that I have reported regarding the CIA's safety and terrorism. Before this video it was possible to change "states" in the CIA computer to terrorists personality mind control and trick the computer into committing me to the "known state" of ISIS then toggling back to Al Queda Tele Ban or Cartel to commit the attack against the President or CIA with a CIA KILL word. Kill words used are Execute Eliminate Secret to get past homeland security and beat the system. This also explains a lot with how manufacturing of terrorism works with mind control proving that their are verbal and teleconnetitc commands that Clandestines use against the civilians while manufacturing terrorism in the Unites States of America. Prosecute the individuals responsible for Satellite Terrorism in California as Barack Obama has appointed Ashton B Carter, James Comey (FBI) and has blocked the Federal Government from protecting the public against the dangers of Satellite Terrorists/ Clandestine spies that are treasonous against America. codeword Woodrow Willson / Robert Tuttle compromised security details.

Please note I am not a member of ISIS or any terrorist group this is for demonstration purposes only to aid in the investigation with the FEDERAL GOVERNMENT against Clandestine /Spies/ Satellite/ Terrorist and Terrorists Manufacturing/ Mind Control/ and to improve with Homeland Security.

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**Ticket: # 1209674 - DDoS DNS attack from Fireeye led by RoadRunner LLC**

**Date:** 9/20/2016 9:01:15 PM

**City/State/Zip:** Bowling Green, Kentucky 42104

**Company Complaining About:** Time Warner

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## **Description**

We still don't have Internet after the hacking of a firewall from Fireeye led by Roadrunner LLC. I am with Time Warner Cable.

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**Ticket: # 1208514 - End of Transmission Requests on Park Tower Apt & US HUD Requirement:**

**Date:** 9/20/2016 2:18:22 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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**Description**

Dear US Senator Ron Wyden and US Senator Jeff Merkley:

cc: US Senator Patrick Toomey

I write in a formal requirement end of US HUD and Park Tower Apt monitored on all our communication between US Senators, all of them and me to be notified requests as let me know. I required End of Transmission on Park Tower Apartment and US HUD both formal double charging required.

Secondly, I want a end of transmission on between Park Tower Apartments & US HUD and Oregon Health Science University to be required notified.

At finally, I want end of transmission on Service Coordinator involved (b) (6) and end of transmission Oregon resident to be notified at the formal records.

Required Notified to White Male - US ATTORNEY requires works with (b) (6), thank you much! Telling Legal Shield working restore returning to (b) (6) as required send letter to me of (b) (6) meet up with new White Male Attorney at requests.

CC US SENATORS:

Sincerely,

(b) (6)

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**Ticket: # 1208551 - verizon email account**

**Date:** 9/20/2016 2:27:24 PM

**City/State/Zip:** Lockport, New York 14094

**Company Complaining About:** Verizon Wireless

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## **Description**

tuesday Sept 13th i had my email account, wed i was out of town, thursday i tried to get into my verizon email account and it would not let me so i called tech support and they told me their server was having a problem, it would be fixed the next day, well after several calls over a period of 3 day sand over 4 hours on the phone they say i never had an account with them and i did not exist, so just for verification of that i sent an email to the verizon account from another email account i have and it never came back, and i also tried to register as a new user and it told me i already have an account. but verizon says i do not have an email account with them, at present sept 20 i am on the phone again and have been for 1 hr and they keep putting me on hold and still no solution. the calls are going to other countries and i'm wondering what in the world they are doing?



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**Ticket: # 1208872 - Re: [FCC Complaints] Re: internet service**

**Date:** 9/20/2016 4:04:08 PM

**City/State/Zip:** Summerdale, Alabama 36580

**Company Complaining About:** Centurylink

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## **Description**

This is a follow-up to your previous request #1092873 "internet service"

I have. My question to you is why do I not have a choice for my internet service. Why in America is this area locked into this company.

I am at the end of the line and have been told the service is not going to get better.

This is America, not Russia or some third world country.

Choices is all I want

Chat

Sent from my iPhone

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[Ticket: # 1217543 - internet](#)

**Date:** 9/24/2016 1:18:11 PM

**City/State/Zip:** Redlands, California 92374

**Company Complaining About:** Frontier Communications

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## **Description**

the lights on the modem will blink four hours at a time. It can take twenty minutes to check email

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**Ticket: # 1209473 - scam randomware URGENT TO US**

**Date:** 9/20/2016 7:22:09 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** River Technologies

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## **Description**

My 81 yr old husband found pornography on the screen when he started his computer. He tried to delete it but it wouldn't. then his computer froze up. He could not shut it off. A number came on the screen for help and he called that number. A person at the phone number tried to help him fix it, but said it was too complex but he could let them fix it from their office. Not sure ( I was not home), but essentially they got remote access and fixed the problem and wanted \$117 for the service. When I came home I said I thought it was a scam and told him not to pay since they probably created the problem. They called twice today wanting the check. They said they installed a security system but would not tell me the name of it. Then they said in three days our computer would freeze up again if we did not send the check because they have control with a "uniuser" and we do not have the code to prevent it.

The tech person is Satej Ankolekar at 43 Monaton Dr. Huntington Station, NY 11746. Two calls: one from Hampton Bay 631 887 3334 and right after that from Satej 631 961 0555 Babylon, NY . When I asked what security they put on it, she refused to tell me. The company name she gave me is River Technologies. This nightmare began last Wed I think, Sept 14, 2016.

Please advise.

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**Ticket: # 1209574 - Packet loss**

**Date:** 9/20/2016 8:04:31 PM

**City/State/Zip:** Perris, California 92571

**Company Complaining About:** Frontier Communications

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### **Description**

We have been having major packet loss which is interrupting patients abilities to call into the pharmacy. This has an effect on patient safety, and the viability of my business. We have had multiple contacts regarding ticket 002819876 technicians have come out and nothing has been resolved. This is a health and safety issue, and to make matters worst there is no alternate provider for this building. Everything was fine prior to verizon switch over.

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**Ticket: # 1209857 - Frequency jammers**

**Date:** 9/20/2016 10:39:33 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

I have been having a problem with my internet connection for the past 1 1/2 no one else in the neighborhood is experiencing this problem I have had Comcast come to my home numerous times to fix the problem still not fix but we continue to be billed for service. I recently talked with a Comcast agent that checked the neighborhood cable box, the cable lines to my home and he said there is a frequency interruption around my home. I do believe the neighborhood are using jammer to interrupt my internet, cell phones as while as Comcast hacking and monitoring my device, service. Comcast has turn off my internet as I work to use internet we go to the library or friends home although we pay for this service. This has been a problem so long that I will be filing a complaint with the FBI regarding the frequency jammer used in the neighborhood. I have one neighbor in particular That when he drives by my home he jams the security cameras off line this need to be looked into i'm pretty sure these frequency jammers are illegal

---

## Ticket: # 1210218 - Lots of Evidence Possibly That We Are Being Blocked and Upchard

**Date:** 9/21/2016 9:56:06 AM

**City/State/Zip:** Boerne, Texas 78006

**Company Complaining About:** Gaudalupe Valley Telecommunications

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### Description

Intentional Internet Blocking

1. Originally our two separate retail business locations were running DHCP with working SonicWALL Routers.
2. Then we started having internet slowness. Basically what was happening was a ping test would show every other packet dropping.
3. Being that one of the routers was brand new I called SonicWALL support. They said the router was fine even though GVTC support was saying the router was bad since the laptop plugged in directly to the ONT was working.
4. Cloned the MAC address of the laptop to the router and it would work just fine. Cloned the MAC address of the router to the laptop's Ethernet adapter and it would start dropping packets. Have screen shots of this and screen video. Think this is proof enough that MAC address was being blocked or throttled.
5. GVTC claimed that technically wasn't possible to block a MAC address or throttle traffic. The ONT they're using is a Calix 721GE ONT with a simple Google search of the manual showing to the contrary.
6. Had GVTC tech come on site and plug in his router to prove our router was bad. Simply cascading our router behind his router got it to pass traffic immediately.
7. GVTC suggested that maybe we get a static IP for an extra \$15/month/location since it's on a different VLAN. GVTC tech Garrett Leighsing also purported that on the DHCP they can change anything at any time when they want as part of the reason for a static.
8. My wife has retail businesses, and I'm an IT consultant just to put things into perspective. I have certs in A+, Linux+, Security+, and Apple. At one time I had a CCNA when I got out of the Navy.
9. Recently we had a client's internet go out with a month old router. Went to troubleshoot. Got internet working after a MAC clone.
10. Internet went out again while on site. Switched back to router's MAC and was working fine.
11. Internet went down after both I and the client left as shown by monitoring system I installed on client's computer.
12. Told client to call GVTC as I had seen similar MAC based issues at my own business with routers that were new or not faulty.
13. GVTC tech Jonathon Zuniga went on site and bypassed router directly into client's computer.
14. As I was monitoring client's system I got a notification that it was online and the IP address was set to a public IP that I recognized as GVTC's subnet.
15. Dialed into the client's PC to check the status. Saw a browser with a direct Google search of one of my competitors.
16. Texted the client immediately about the tech being on site, bypassing the router, blaming the router, and suggesting my competitor. Client confirmed via text.
17. Client told me he told GVTC tech that I had said GVTC was possibly blocking the MAC or throttling.

18. Client told me later the GVTC tech was slandering my business saying I always cause the problem and it's always my routers and me doing weird configurations with MAC addresses.
19. Went back onsite to client's and put in brand new router at my own expense.
20. Took the supposedly "faulty" router to my house with GVTC. Plugged in an 8 port switch into the demarc. Plugged in both my home SonicWall and the client's supposedly faulty router. Ran a constant ping on said router over night with only a few lost packets. Browsing was fine during several spot checks. Have repeated the test and can't see why they claim the router was bad.
21. Had the same issue with another client with a \$600 Sophos UTM. Told them I think it's GVTC as it was the same song and dance.
22. GVTC telephone tech said it was the router.
23. Went onsite and installed a 5 port 10/100 Netgear basic switch upstream of the router and fixed the problem immediately. Didn't want to change MAC address so as not to have GVTC slandering me about changing MAC addresses.
24. After putting the switch, I complained to their boss, Nicole Reninger, that they were causing the issue and blaming my various routers when this is not the case.
25. Nicole has not returned my call.
26. The problem resolved itself shortly thereafter.
27. The very next day, my monitoring showed that both the pings to my wife's two business locations failed at about 0500 in the morning of 20 SEP 2016. One of the locations didn't come back up.
28. Went onsite to our business location. Check ONT for power and correct lights—good. Plugged laptop into ONT and got internet with DHCP. Went inside building. Bypassed router to laptop and got internet with DHCP into ONT.
29. Changed the router to DHCP and got internet.
30. Contacted GVTC tech support and they said they show a static on our account but it wasn't programmed. They escalated on case # 20637388. Also said they showed that we hadn't called and made any changes.
31. Was running a constant ping and saw the internet drop out about 20 minutes later. Had a hunch so I switched back to STATIC on the router and it was fine. GVTC called at about 1200 and said the ONT dropped the static IP for no apparent reason and they re-provisioned.
32. Internet was fine the rest of the day and night at that location.
33. 21 SEP 2016 monitoring showed both locations got offline several times during the night. Again one location didn't come back up on a ping test—same location as yesterday.
34. Went back onsite. Found the static IP wasn't working again. Have put in another case with GVTC: 20639509.
35. It would appear at this point they are either very conveniently inept or doing this on purpose. As they have a natural monopoly here in Boerne, and this is an internet dependent age they can seemingly get away with what they wish.
36. It's mind boggling in a town so close to San Antonio, one of the wealthiest counties in the state, and recently voted one of the smartest towns in the state that we only have one choice of fixed line broadband.

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**Ticket: # 1210231 - Mediacom Wi-Fi and Cable****Date:** 9/21/2016 10:05:38 AM**City/State/Zip:** Wayzata, Minnesota 55391**Company Complaining About:** Mediacom

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**Description**

Wi-Fi and Cable for the Downtown area businesses for Wayzata and residents is not adequate or consistently working. The past several weeks it has been EXTREMELY bad. Zachary Raskovich was in my unit June 29 with a promise to fix the connection to our building. I have had Mediacom in my unit over 45 hours and spent over \$1,000. They have done zero since that time frame, before, and after and do not respond. Mr. Raskovich has lied and told the City and his Superiors at Mediacom that I wouldn't allow him access to my unit. He not only has been in my unit at least twice both times he was here over 2 1/2 hours. I have evidence that he was here as he signed an unwarranted bill that he was to take care of and DID NOT for over 3 months. He took a picture of that bill on my coffee table and sent it to me in an email. I had a witness to him being here at the end of June. I have emails where he responds "Please stop" yet has not and has no intention of fixing our issues for the local businesses but specifically the residents at Quayside. Westport Properties is our Management Company and has spoken with Jeffrey Dahl, Wayzata City Manager. We were originally told to have one person as the voice representing us but now have been told we need to all file complaints. I have spoken to Lund's Byerly's who has no removed their iPad's to order food, The District Fresh, Muni, Liquor Store, and Brew Works who all struggle with our Mediacom connection. It has effected our businesses and is imperative to our success. Jeffrey Dahl is aware of the scope and magnitude of our issues. The franchise agreement that is currently being enforced is not taking place for any of us even with upgraded service. Their equipment is not up to date nor is their connection adequate to handle this area. The residents are not getting what they are paying for at any level. I have numerous emails, attachments, and evidence to support my claim.



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**Ticket: # 1210443 - Frontier refuses to upgrade system.**

**Date:** 9/21/2016 11:09:36 AM

**City/State/Zip:** Creedmoor, North Carolina 27522

**Company Complaining About:** Frontier Communications

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### **Description**

Please view our petition. Our neighbors are fed up with our broken connection. We pay for internet we only partially receive; Frontier will not compensate our loss of time and loss of service.

<https://www.change.org/p/frontier-communications-petition-for-a-change>

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**Ticket: # 1210595 - CenturyLink**

**Date:** 9/21/2016 11:57:04 AM

**City/State/Zip:** Jena, Louisiana 71342

**Company Complaining About:** Centurylink

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## **Description**

I moved in February 2016 to a new location where CenturyLink internet service was available but I have received sporadic internet service. After speaking to several of my neighbors in the area about their experience with CenturyLink internet service I have narrowed it down that's it not just my house receiving the poor service it's every place in Jena, Louisiana area receiving the poor service. Even my place of employment has connection loss continuously and had to add the expense of adding a redundant internet access. I have to reboot my modem almost daily just to get a connection to the internet. I don't agree that I should have to pay the full amount billed to me when I'm not receiving what I'm being billed for I'm sure if an audit was conducted on the down time vs the time my connection was running correctly from February 2016 to August 2016 I feel that you would agree that my connection isn't running as it should and I shouldn't be billed as much as I was billed. I filled a complaint with the executive team at CenturyLink and the service has improved after the complaint but the problem I'm having now is CenturyLink is now stating there was no problems found with any of their services they were offering to me so therefore they were not going to correct their billing to me I don't feel that myself or any of the other customers should have to pay the full amount for service they was not receiving. Please look into this matter you would find multiple customers having problems with CenturyLink in Jena Louisiana and the surrounding areas. There is also areas surrounding Jena, LA where the phone lines are not attached to the pole the lines have come loose from the poles and were not reattached.

Attached is the emails between CenturyLink and myself.

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**Ticket: # 1210875 - Services go out when it rains**

**Date:** 9/21/2016 12:59:40 PM

**City/State/Zip:** Hartsville, South Carolina 29550

**Company Complaining About:** Time Warner

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## **Description**

I have time warner cable and every time it rains my services go out. I live in south carolina and during the summer we get alot of rain. The past couple of months I've had to call customer service numerous times and they always send a technician out. When the tech comes out they say moisture must be getting in the line and that they would have to send a line tech out. The issue has not been resolved after several months of complaints.

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**Ticket: # 1210883 - Have not fixed connectivity Problem****Date:** 9/21/2016 1:00:25 PM**City/State/Zip:** Brownwood, Texas 76801**Company Complaining About:** Frontier Communications

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**Description**

For over a month my internet has been disconnecting between 8-9 p.m. My router disconnects from the dsl then reconnects for 1-2 minutes that restarts the process all night. I have called customer service and I have had technicians come out on 4 different occasions. All the technicians have said its a congestive problem and that the lines between my apartment and the office are fine. While the customer service have said its a broken line or a bad router. Either way the problem still persists. I go to school online and am seldom home before 9 pm. so it makes doing my school work impossible. I have to go sit in a hotel parking lot after work just to do my school work. If there is anyway you could help with this problem I would greatly appreciate it

---

**Ticket: # 1210911 - Internet Crashes Daily****Date:** 9/21/2016 1:09:25 PM**City/State/Zip:** Hurricane, West Virginia 25526**Company Complaining About:** Sudden Link

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**Description**

My internet has been crashing and receiving no signal daily, usually about 3-5 times per day, for over a month now. Suddenlink has admitted the issue is on their end, but they have not offered me an ETA of when it will be fixed. They were supposed to get back to me twice now about an ETA. Instead my complaints continue to fall upon deaf ears and since I have literally no other high speed internet options (I.E. monopolistic practices) I just sit here with broken internet. I have attached a list with only some of the times where they have failed to provide the services I pay for. Remember, these are only the times in which I was at home and at my computer to document these outages.

---

**Ticket: # 1211230 - illegal electronic Monitoring**

**Date:** 9/21/2016 2:46:08 PM

**City/State/Zip:** Columbus, Ohio 43205

**Company Complaining About:** Wow

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## **Description**

Intense harassment at my business called A Touch Of Beauty Salon Barber Spa, and when I am in school at DeVry and where ever I go. I am suffering from illegal surveillance of my emails, fax and internet and telephone communications. abusive phone calls, phone not working, phone go to voicemail when no one is on phone no control over calls, calls constantly being blocked and redirected, phone lines being forward to other unknown numbers, constant phone number mix up, calls constantly being dropped, phone not ringing when people call. suffering from defacement of webpages, denial of service on computers, computer interruption of services, exhaustion of internet connection and email service, which results in interruption of normal flow of information, phone not working for days. TV have unusual pop up, TV screen go black on each side some times lights up with neon lights on each side of TV screen. Yes, I have picture of all these incidents.

---

**Ticket: # 1211524 - Re: Request received: End of Transmission Requests on Park Tower Apt & US HUD Requirement:**

**Date:** 9/21/2016 3:59:26 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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## **Description**

This is a follow-up to your previous request #1208514 "End of Transmission Request..."

I required to White Male Attorney require helping with me in legal action required to let Attorney knowledge that I cannot afford attorney, I do not appreciated with Service Coordinator & staffs had broken in reading our US Senators's Letters of all Communication Records in past, present, and future correspondences included they read your FCC records, urgent to all housing staffs get ending of transmission request to be notified to appoint me to White Male Attorney takes care of (b) (6) requests to stay away from public housing due to monitor all communication through utility room hooked up linked to office computer's screen. Please me relocate other temporary housing possibility to be notified telling truth to U.S. Senators who willing authorizes me relocating to another temporary housing avoid of Park Tower Apartments temptation against (b) (6) to be required report to Washington, DC serious matters with no delaying procession requirement. Sincerely,

(b) (6)

Portland OR 97205

END OF TRANSMISSION APPLIES TO SERVICE COORDINATOR AND STAFFS! NOTIFIED TO US. SENATORS:

I don't happy with public housing along with unfit Oregon resident to be notified to white male attorney formal double required to be notified to US Senators in Washington DC recorded required. Thank you much!

(b) (6) with Samsung Galaxy Note 7

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**Ticket: # 1212075 - CenturyLink**

**Date:** 9/21/2016 7:13:19 PM

**City/State/Zip:** Bruner, Missouri 65620

**Company Complaining About:** Centurylink

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**Description**

(b) (6)



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**Ticket: # 1211925 - Time Warner Cable (Internet)**

**Date:** 9/21/2016 6:05:31 PM

**City/State/Zip:** Grove City, Ohio 43123

**Company Complaining About:** Time Warner

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## **Description**

TWC provisioned my Internet Cable Modem (my own personal property) on their proprietary system and made it in-usable on any other system (like WOW).

I called the manufacturer of the product and they assured me TWC locked out my device from working with another carrier. I called TWC and they said they unlocked my device, but in the meanwhile I spent time, money, and other resources to get equipment to work with my new carrier. TWC did not ask for my consent considering the device is my personal property (cost \$100). They did the notify me they were doing this and they only provided the information after I spent 60 minutes on a phone call to get the issue sorted out.

---

**Ticket: # 1212299 - Single TV channel loss on DIRECTV, WMDT, ABC for 2 days now.**

**Date:** 9/21/2016 9:03:32 PM

**City/State/Zip:** Millsboro, Delaware 19966

**Company Complaining About:** Directv

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## **Description**

I contacted DIRECTV, I was told the the problem was at the Network, not at DIRECTV. This is NOT the first time this has happened. I can't get any answers! I have emailed Marquee Broadcasting Co also. Please help me. (b) (6)

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**Ticket: # 1212354 - Yahoo Internet mail service**

**Date:** 9/21/2016 9:27:51 PM

**City/State/Zip:** New York, New York 10021

**Company Complaining About:** Yahoo

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### **Description**

- All my wife's email has been lost due to a hacking and Yahoo refuses to restore anything beyond 7 days - they came up with this new policy without informing their customers
- Yahoo has no customer service support contact email or number. You cannot reach them
- Yahoo does not show you how all your emails can be saved on your computer - it is all controlled Fully by Yahoo but yet they don't restore all your emails.

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**Ticket: # 1212380 - Monopolization and Inability to Provide**

**Date:** 9/21/2016 9:46:18 PM

**City/State/Zip:** Mishawaka, Indiana 46545

**Company Complaining About:** Bloombroadband

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## **Description**

I live within the Hickory Village Apartments in Mishawaka IN. The only service they provide is bloom broadband. I pay \$66 for data capped 25mbps internet. In this area comcast and uverse are available for much less with faster speeds. I would not have such an issue if the interent were not so unreliable and vulnerable. It has cut out for several hours within 2 days. Customer service has told me that a great deal of its northern Indiana residents has been affected by outages. Their explanation has been that certain individuals abuse the agreement rights of the internet, and then attract ddos attacks that brick the enitrw network. How is a network so unaplogetically vulnerable able to monoploize and charge so much for poor internet speeds? Please help me in anyway you can.

---

**Ticket: # 1213024 - Frontief internet service**

**Date:** 9/22/2016 11:47:51 AM

**City/State/Zip:** Olney, Illinois 62450

**Company Complaining About:** Frontier Communications

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## **Description**

I have problems with sporadic internet service. I have had an open ticket with Frontier since June. They have sent repairmen out who tell them the same thing, that part of the line is spliced and needs to be replaced. When I call to see when they are going to fix it, they tell me no maintenance has been scheduled. I have also been told the area where they need to replace it is in a difficult place to get to. They did not seem to have a problem putting it there to begin with. Meanwhile, I suffer through sporadic service while paying full price.

---

**Ticket: # 1213948 - AT&T Uverse**

**Date:** 9/22/2016 4:04:40 PM

**City/State/Zip:** Vinton, Ohio 45686

**Company Complaining About:** AT&T

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## **Description**

I have a had AT&T Uverse at my location for almost 7 years. I have had reliability issues from day one. I have to call and call. After long waits on the phone AT&T will claims that the issue is on my end and I will dispute the claim, then they will come out, trace the problem to a section of copper line and replace it and the internet will work for a while. Uverse is my ONLY choice where I live. (besides satellite Internet, which is not viable). This last time however, myself and many of my neighbors are experiencing intermittent drops in connectivity. The DSL will be available for 20-30 minutes and then drop out. This has been going on for almost two weeks. The technician from AT&T who came out claimed it was the phone cable on my house so he replace it entirely and that did nothing to remedy the issue. I have tried contacting AT&T through phone, social media and have gotten nowhere. This is a big issue. I rely on a dependable internet for my job, my child depends on it for homework and our internet is so unstable that we have to go to public wifi areas or friends houses just to get access to the network. I should not have to do this for something I'm paying \$47 a month for. Also, while I'm submitting, I believe it to be unethical and unwarranted for AT&T to enforce a data cap on DSL internet. It was added after the acquisition of DirecTV. I was told I could get it removed by buying Directv service. This is ridiculous. I live in a rural area and i deserve a reliable internet connection just as much as anyone else in America. I feel that I'm being ignored and looked over here.

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**Ticket: # 1214509 - hacking on my computer**

**Date:** 9/22/2016 7:27:22 PM

**City/State/Zip:** Ceres, California 95307

**Company Complaining About:** AT&T

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## **Description**

I keep getting pop ups locking my computer. When I went to see the geek squad they told me its a scam. They know this because it happened to them. They told me to just ctrl, alt delete. however, they are still doing it. I've had to delete my long time e-mail and create a new one. However, they have managed to find my signal and disrupt my internet time. Please find them and put them out of business. Is there anything I can do so you could find them and disrupt their business? Thank you.

---

**Ticket: # 1214474 - poor service with Internet provider**

**Date:** 9/22/2016 7:03:38 PM

**City/State/Zip:** Menifee, California 92586

**Company Complaining About:** Frontier Communications

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## **Description**

Since Frontier Communications took over the Verizon Fios service in CA I have been having problems with limited access to the internet. I had a package deal with Verizon and no problems with the internet, phone or TV when they were my server. Now I cannot get on the internet in the morning period and must wait till afternoon or early evening but I am paying for unlimited Internet service. The customer service is very bad and do not fix the problem the customer is reporting., This company should be stripped of its licence to do business in California.If you go to Frontiers Corp. website you will see all of the customers written complaints that date back years. Right now Frontier is scamming the public and not giving them the service they are required to pay



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**Ticket: # 1215684 - Problems with internet from Line Systems to our business**

**Date:** 9/23/2016 12:44:12 PM

**City/State/Zip:** Trevoose, Pennsylvania 19053

**Company Complaining About:** Line Systems

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## **Description**

We have been a customer of lines systems since 11/2013. We are a busy lawfirm and access to the internet is critical to our daily work. Our services with Line Systems have been fine up until 12/2015 when we began to experience issues with the internet portion of their service. For the last 9 months we have continued to complain about these issues with no corrective action. It is almost impossible to get to speak to a member of management to try and get some corrective action taken. After many phone calls and emails, there was promise of a tech to come onsite and look at the equipment. This tech has not shown up. We continue to pay for this service this is affecting our overall business. I can provide more detailed information when contacted.

---

**Ticket: # 1216438 - CenturyLink/internet speeds**

**Date:** 9/23/2016 4:32:23 PM

**City/State/Zip:** North Ft Myers, Florida 33917

**Company Complaining About:** Centurylink

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## **Description**

I have been with centurylink for at least 5 years. I signed up for the highest speed of internet, and paid for their highest speed and phone only to find out after all these years, their highest speed is actually their lowest speed of 512k for me because I live in a rural area, so I was paying around 80.00 a month for the last 4 years or so believing I was on their highest internet speed.

I started having problems with the service, it sometimes takes over 24 hours to download small files, that I need for college courses that I am taking from home. I called and complained and finally someone told me that I was on the lowest speed and that they could not up the speed, he was able to get my bill down to 35.50 a month if I did auto pay. Without auto pay it's supposed to be 45.50. I gave it a while before I called back in hoping that faster speeds would be available- recently my job (remote) required a min download speed of 3.0 mbps and upload speed of 1.0 mbps- my actual download speed is 0.49 with an upload speed of 0.27! I LOST MY JOB OPPORTUNITY because I am unable to meet the requirements and CenturyLink is the only service other than satellite (which I do also have). Unfortunately many Remote jobs will not allow satellite. I am not the only person that CenturyLink services; my neighbor also uses them. CenturyLink needs to make it a priority to improve our services, they have overcharged me for years earning plenty of extra money off of me, use it towards improving my area so I can work from my home office.

---

[Ticket: # 1217355 - RE: \[FCC Complaints\] Re: Comcast interfering with dishanywhere network transmissions #1043536\)](#)

**Date:** 9/24/2016 9:30:47 AM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1043536 "Comcast interfering with d..."

Well guess what, no response from COMCAST..still throttling local tv in the morning. I guess this means the FCC has no bite. Thanks for trying I understand the political problems.

---

**Ticket: # 1217961 - Packet Loss**

**Date:** 9/24/2016 7:36:02 PM

**City/State/Zip:** Mountain City, Tennessee 37683

**Company Complaining About:** Bravado Broadband

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**Description**

I keep having packet loss issues as well as speed issues with my current provider and they will not help me. I've called and emailed them several times and when they get back with me they always talk in circles or just deny anything I try to say to them. I've been having this packet loss Issue for a year now and they don't do anything to fix it. I just called them a few seconds ago about the issue and they told me it was because of the plan I have. Which makes absolutely no sense whatsoever. They are continually vague about information also. On their website it doesn't even display upload speeds in their packages. I just really want this issue fixed. I can't make VOIP calls because of this. I'll have attachments showing proof that I'm getting packet loss. Thanks for your time.

PS. I'd like to talk to you over the phone, I would be able to explain this issue a little more detailed and refined.

---

**Ticket: # 1218007 - Comcast refuses to solve issue**

**Date:** 9/24/2016 9:07:27 PM

**City/State/Zip:** Oswego, Illinois 60543

**Company Complaining About:** Comcast

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## **Description**

Internet goes out every 20mins. After contacting Comcast and spending hours being transferred around, they refuse to credit my account or to solve the issue.

Instead, they want me to pay for a technician to come out. Over 10+ people are experiencing the same thing, for the 3rd time this month. They also refuse to send new equipment unless we pay for shipping, and send our old stuff back first. Meaning we will be with out Internet for upto a week.

They refuse to even acknowledge that there is a service interruption. Or sympathize that our thermostat is controlled via Internet.

---

**Ticket: # 1218073 - Optimum Internet Service - Packet Loss****Date:** 9/24/2016 11:15:10 PM**City/State/Zip:** Brooklyn, New York 11204**Company Complaining About:** Optimum

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**Description**

packet loss every night between 8pm - 11pm (probably hush hour). ool always sent me a technician and check my inner line everytime. even though it have no disconnect at all, but it always have packet loss at night. i feel ignoring ool keep repeating this useless work again and again. i mention it should not my inner equipment problem because it is time related issue. now i have no patience, i am requesting to deduct a half of billing until ool fix the issue.

<https://gyazo.com/a262d7c5766f18a74836fceb4d80447>

I talked to cablevision many times and they couldn't deduct my billing or fix my problem and replay this technician play again right now.

---

**Ticket: # 1230430 - Possible smartphone data jammed at Luxor Hotel & Casino**

**Date:** 10/2/2016 4:10:17 AM

**City/State/Zip:** Las Vegas, Nevada 89144

**Company Complaining About:** Luxor Hotel & Casino, 3900 Las Vegas, Nv 89109

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## **Description**

Smartphone data connections no longer work in the Luxor Hotel & Casino. But the hotel wifi will work anywhere. The hotel tracks users and sends marketing advertisements to users of the "Free" wifi

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**Ticket: # 1218148 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 9/25/2016 2:50:22 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

During my childhood, I became a fan of artist Sting/The Police. I became a fan around the Synchronicity album. The band was closing their time working together. Artist Sting began a solo career. I have been a fan the first day, placing pictures of Sting within my locker. During my teenage years, I viewed artist Sting as fascinating. I already worshipped the ground he walked on. I've been a fan the entire time. I'm a woman within my 40/50's, and I still worship the ground he walks on. The subject is important to me, similar to the importance of oxygen and clothing.

During the time I've been within surveillance, I feel there's been a lot of analyzing around me being a fan of Sting's/The Police. I rather there isn't an analyzing. I would like the subject to be a cemented part of my life.

I hope to forever be a Sting/Police fan, and I hope the subject is permanent and private. Along with the (b) (6) the owners of Papas Bistro.

Could you close the surveillance.



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**Ticket: # 1218226 - Verizon Home WiFi**

**Date:** 9/25/2016 9:21:04 AM

**City/State/Zip:** New Milford, New Jersey 07646

**Company Complaining About:** Verizon

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## **Description**

Ever since Verizon sent me a new wifi box, I lose wifi in my own homw, which throws us to cll phone data I think and increases our use ther and puts us over on our plan. I will be filing a complaint for cell service separately.

---

**Ticket: # 1218275 - Internet Interruption**

**Date:** 9/25/2016 10:41:47 AM

**City/State/Zip:** Paris, Kentucky 40361

**Company Complaining About:** AT&T

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## **Description**

The DSL service that we pay for through AT&T has serious issues regarding interruption of service and uptime. I have contacted AT&T technical support over these issues several times and the problem persist. Every time I have contacted AT&T I get the same old canned responses from their CSR's that do nothing to solve the problem and in some instances get put on hold for 15mins or more or even disconnected all together. I have spoken with people from their corporate office about my issues with their service and I was informed that the DSL equipment such as switches, DSLAM, etc. will not be getting upgraded or repaired as the cost was too high. If this is the case then what am I paying for? All I'm asking for is to get what I'm paying for. Nothing more, nothing less.

---

[Ticket: # 1218297 - Cox Communications throttling of internet.](#)

**Date:** 9/25/2016 11:06:41 AM

**City/State/Zip:** Macon, Georgia 31206

**Company Complaining About:** Cox

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## **Description**

Internet provider is throttling streaming services and streaming video sites such as Netflix, Twitch and Youtube.

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**Ticket: # 1218624 - internet service interrupted when using firestick.**

**Date:** 9/25/2016 5:46:41 PM

**City/State/Zip:** Aurora, Ohio 44202

**Company Complaining About:** Time Warner

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### **Description**

Get half way thru movie than lose connection.

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**Ticket: # 1218855 - Dos Attacks**

**Date:** 9/25/2016 11:17:41 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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**Description**

I am getting hit with DOS attacks, attached is the log and when I contacted Comcast technical support they dismissed it as they cannot see it on their side. Not only this is impacting the speed of my internet which I am paying Comcast tons of money to use, the attacks are going to some high end profiles through my network.

Comcast is not taking any action to protect my network and deliver the speed and performance that I am paying for.

---

**Ticket: # 1218892 - Charter Spectrum 77706**

**Date:** 9/26/2016 1:08:52 AM

**City/State/Zip:** Beaumont, Texas 77706

**Company Complaining About:** Spectrum (f/n/a Time Warner Cable)

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## **Description**

Spectrum officially took over Time Warner in my area (77706) on 9/22/2016. Since that time (within the last 4 days), I've been experiencing stalls & "fuzzy" internet streaming on my iPad, specifically viewing Netflix shows. I've been running well with speed subscription of 30 & have made no changes in my devices &/or streaming "habits." No one at "spectrum" (still TWC) employees seem to have any REAL &/or applicable information about the new "Spectrum" other than how "great" it is or will be. I'm annoyed by having to stop a stalled or "fuzzy" stream on a continual basis while watching Netflix on iPad. Amazon, Hulu, HBO, etc continue to stream seamlessly, Amazon has by far been the most consistent streaming app. Advice or info is appreciated!

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**Ticket: # 1235037 - Interference**

**Date:** 10/4/2016 9:44:49 PM

**City/State/Zip:** Franklin, Kentucky 42134

**Company Complaining About:** AT&T

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**Description**

I have been advised by AT&T to contact the FCC regarding an EMI in our house.

---

**Ticket: # 1219203 - Paying for service that isn't as advertised**

**Date:** 9/26/2016 10:40:30 AM

**City/State/Zip:** Highland, Michigan 48357

**Company Complaining About:** Comcast

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### **Description**

My internet connection through Comcast/xfinity goes out intermittently everyday. It's been over three years and Comcast has not fixed the issue despite having technicians out constantly and saying they will have a team of higher skill check the area. They say it's not wide spread but at least 30 people on a social media forum have the same issue. I'm sick of paying a high price for horrible service. We don't have anything better to choose where we live, unfortunately.



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**Ticket: # 1219797 - Service Outages**

**Date:** 9/26/2016 2:05:46 PM

**City/State/Zip:** Peoria, Illinois 61605

**Company Complaining About:** Comcast

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### **Description**

Constant internet outages. The representatives are rude and refused to give compensation to the customers.

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**Ticket: # 1234459 - hacked**

**Date:** 10/4/2016 4:55:56 PM

**City/State/Zip:** Holland, Michigan 49424

**Company Complaining About:** Charter

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## **Description**

(b) (6)

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**Ticket: # 1220556 - Frequent Disconnects**

**Date:** 9/26/2016 5:41:59 PM

**City/State/Zip:** Tacoma, Washington 98406

**Company Complaining About:** Comcast

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**Description**

The internet, this past week, has been disconnecting every 5-10 minutes.

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**Ticket: # 1220583 - Illegal WiFi Transmission****Date:** 9/26/2016 5:47:59 PM**City/State/Zip:** Hayward, California 94545**Company Complaining About:** Comcast

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**Description**

We have a neighbor across the street that is transmitting a WiFi to another neighbor behind us on the other court. We are directly in line of that transmission. I have been trying to figure out why my in house wireless is down more than up. This wireless has been working fine for a number of years. We noticed a new pole put up behind us this last week. It looks like a receiving unit on top and the transmitter is on the roof vent on the neighbor across from us. The neighbor ask me some time back if he could run a network cable along the top of the fence of to this persons house. I said, you can't do that. Pretty certain this is the cause fir my wireless problem. Who knows how many other neighbors are have issues and do not realize this. First of all, he can't do this. We are not on speaking terms lately, as he has been a pain. I need someone to advise me or educate this person, he can't do this. He is think he is help this neighbor in her 80's, but she is only going by what he is telling her. she does not know any better. Please help.

(b) (6) [REDACTED], Hayward, CA. (b) (6) [REDACTED]

Contact me for more details, please

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**Ticket: # 1221148 - customer service/signal interruption**

**Date:** 9/27/2016 1:47:15 AM

**City/State/Zip:** Victorville, California 92392

**Company Complaining About:** Frontier Communications

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## **Description**

Since Frontier bought Verizon we have not had a complete signal without interruption. One customer service employee said, "they would raise our speed in 3 days to 5mbs." I said, this area does not have that wiring, she continued, "don't worry about it and not extra fee." Another didn't even say hello, when I finally got her to talk she said, I don't know how to fix it. The techs have said, they didn't buy all of Verizon's equipment because it cost too much money and they could handle us with what they had. My internet comes and goes and well as my streaming. They raised their prices on top of all that. Please help us.

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**Ticket: # 1221218 - ticket (#1176215)**

**Date:** 9/27/2016 7:54:02 AM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Verizon

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## **Description**

Verizon's response is attached as a PDF with comments by me as to the inaccuracy of their response.

Key Point: in their response letter the actual Verizon Form Internet Blocking Form Notice I received (which lasted for over a week of Internet service blocking ) did NOT include as they now state any information about " it being also possible that someone other than Mr. Robinson may have been using his account to engage in unlawful peer-to-peer file sharing."

There was no such wording as to this possibility or I would have acknowledged service to gain Internet access again. Below is what I actually recorded over the weeks of blocked service that disrupted our family and home business needs.

"Please check the box below to acknowledge receipt of this notification, and then click the Submit button.

As the person responsible for this Internet account, I acknowledge receipt of this notification of alleged copyright infringement and I agree immediately to stop

(and instruct others with access to my Internet service to stop) any infringing activity that may be occurring using my Internet service.

My acknowledgement does not indicate an admission of wrongdoing by me or anyone using my Internet service, only that I have reviewed this message.

Important Note: Your service will resume approximately 5 to 10 minutes after clicking the Submit button. Verizon respects your privacy and we will not provide your identity or information about your account as part of our Copyright Alert Program unless we receive a subpoena or other legal process (such as a court order)."

---

**Ticket: # 1221498 - Comcast complaint unresolved since 6/14/16**

**Date:** 9/27/2016 10:43:53 AM

**City/State/Zip:** North Palm Beach, Florida 33408

**Company Complaining About:** Comcast

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## **Description**

Please refer to FCC IC File Number 1085000

Comcast's response letter of July 15, 2016 is a complete fabrication of the truth. I am requesting that this matter be looked at again. Comcast states per their technical operations management my claim is unsubstantiated. This is a false statement along with everything else they have reported.

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**Ticket: # 1221647 - Comcast TV and Internet**

**Date:** 9/27/2016 11:29:48 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15216

**Company Complaining About:** Comcast

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### **Description**

Comcast has sent 4 individuals out to my home to fix my tv and internet and it still is down. In addition they continue to say that everything is working and assured me of such. I work from home and my career depends on having a functioning internet service. Comcast assured me that their technical manager would call me and he never did.



---

**Ticket: # 1222068 - Comcast Denial of Service for**

**Date:** 9/27/2016 1:53:20 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Comcast has refused to investigate the DDOS and Port Scan attacks going on my network public IP ( **(b) (6)** ) when I asked this time for them to change my public IP they simply refused. I am paying 100 \$ a month and not getting any speed because it is degraded by the DDOS attacks.

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**Ticket: # 1221920 - internet service and phone bill**

**Date:** 9/27/2016 1:13:06 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Earthlink

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## **Description**

Internet service and telephone service we have received from you is affecting our business, causing loss of calls. The drop of service have been in an average of one to two times a week without phone for limited times and internet deficient ( extremely slow or not working at all ) which affects our agents when working with our clients. Our programs work 100 % of internet. The average time to make an airline reservation should not be more than 3 minutes, clients have been on hold more than 15 minutes trying to make a reservation with an internet that does not respond fast enough, the client does not wait this long, hangs up the telephone and the result is a lost sale.

This is one reason why our sales have dropped considerably.

In your records you should have the calls made about this situation.

Internet service is constantly down.

---

**Ticket: # 1231630 - Re: [FCC Complaints] At&t Uverse is Fraudging its customers**

**Date:** 10/3/2016 1:16:48 PM

**City/State/Zip:** Charlotte, North Carolina 28214

**Company Complaining About:** AT&T

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## **Description**

This is a follow-up to your previous request #1152358 "At&t Uverse is Fraudging its..."

Still have yet to get in contact with Orlanda. Funny how that works.

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**Ticket: # 1222549 - Non-existing or extremely spotty internet service by Frontier Communications**

**Date:** 9/27/2016 4:26:31 PM

**City/State/Zip:** Temecula, California 92591

**Company Complaining About:** Frontier Communications

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**Description**

For the last 5 months we had Frontier Communications replacing what used to be Verizon service in our area. During these months there was at least a whole month of absence of service for internet. The rest of the time the internet light flicker on the modem. A new modem was promised but never sent to my address. UPS trkg#1Z2W42270384511088 was delivered to a different address, not mine, yet shows on my account. I was told to go get "my" modem from the folks at that other address in a neighboring town.

I asked for credit for this either non-existing or really bad service and was told it would come through, yet my most recent bill received 9/26/16 does not reflect it. I spent hours on the phone with "help center" at Frontier with a few nice, but also many extremely rude people. PLEASE HELP!!!!

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**Ticket: # 1222631 - scaning for rf**

**Date:** 9/27/2016 4:46:01 PM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** I Dont Know What Company

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## **Description**

hello my name is (b) (6) of (b) (6) Pittsfield ,mass 01201 I'm contacting you to find out if there is and way for the FCC to scan for RF singles ? off of a human dental implant

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**Ticket: # 1222990 - Very poor service for more than a month**

**Date:** 9/27/2016 6:46:06 PM

**City/State/Zip:** Saint Johns, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

I have been having the same problem with my Comcast internet and TV service more than a month. I have had 3 field techs out in the past 2 weeks alone and beyond that 5 techs in the past 2 months I am still experiencing the same problem. I have spent countless hours on the phone, pushing for escalations and trying to get my service problems resolved. My problem was supposedly escalated to field maintenance twice and supposedly those maintenance tickets were completed, however the work that was supposed to be done was not completed. I know this because the service line sites 10 feet outside my window on a small side road, an 8 ton bucket truck would not go unnoticed. Every time I have to call back in I am made to wait 2 to 3 days for another technician, when that technician comes out he says its not a problem at the house and has to escalate to field maintenance with will take up to 3 more days before we know it if helps. This has happened twice in the past two weeks alone, not including the other 3 technicians sent out in the 4 weeks prior to those. I myself have done more to trace the root cause of the problem than Comcast has done ALL of the information they have collected on the problem has been given to them by me not collected by the technicians that are paid to resolve these types of problems. I do not believe Comcast is concerned about the lack of service I am receiving and have lost all confidence that they are intent on resolving my problems.

Comcast has plenty of documentation proving my case, notes on the history of our interactions and results of ping tests done only after I insisted on them doing so as well as speed test results logged through their system.

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**Ticket: # 1223027 - TAMPERING WITH YAHOO.COM SITE**

**Date:** 9/27/2016 7:06:53 PM

**City/State/Zip:** Jacksonville, Florida 32202

**Company Complaining About:** Shared Computer In A Computer Lab Where I Live At - Cathedral Townhouse At 501 North Ocean St, Jacksonville, FL 32202, Managed By Carteret Management Of Tampa, Florida.

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## **Description**

I AM USING A SHARED COMPUTER AT A COMUTER LAB WHERE I LIVE AT AND WHEN I TRY TO ACCESS MY EMAIL ACCOUNT WITH YAHOO, I AM DIRECTED TO ALL KINDS OF DIFFERENT SITES PURPORTING TO BE A YAHOO SITE. WHEN I AM ABLE TO ACCESS THE SIGN-IN SCREEN, IT KEEPS LOOPING BACK AND DOES NOT GIVE ME ACCESS INTO MY EMAIL ACCOUNT, EVEN WHEN I USE MY SECURITY ACCESS PROCEDURES WHICH INVOLVES YAHOO SENDING ME A TEXT WITH THEIR PASSWORD. TODAY, MY PHONE HASBEEN DISPLAYING THAT I RECEIVED 2 TEXTS FROM YAHOO WHEN I ONLY HAVE 1 TEXT ON MY PHONE. I'VE ALSO STARTED RECEIVING A LOT OF TELEMARKETING CALLS SOON AFTERWARDS, TOO, WHEN I'M ON THE NATIONAL DO NOT CALL LIST. THE ONLY WAY THAT CAN HAPPEN IS IF THOSE CALLS ARE ROBOCALLS FROM CALLCENTER OPERATORS WHO WORKS FOR THOSE COMPANY/COMPANIES WHO ARE ABUSING THEIR SERVICE, ETC. I CALLED MY CELLPHONE SERVICE PROVIDER AND THEY CHECKED MY LINE AND SAID THAT THERE WAS NOTHING THEY COULD SEE (SAFELINK). I SENT AN ONLINE EMAIL TO YAHOO VIA A SECRETARY SITE GIVEN, BUT NOW I CAN'T EVEN FIND THAT LINK ANYMORE EITHER. I CAN'T GET INTO MY EMAIL ACCOUNT AND YAHOO'S CUSTOMER ONLINE HELP JUST KEEPS ME GOING AROUND IN CIRCLES - I CAN'T GAIN ACCESS INTO MY EMAIL ACCOUNT AS THE SIGN-IN FEATURE IN YAHOO IS EXPERIENCING PROBLEMS AND I CAN'T FIND ANY WAY TO CONTACT YAHOO ABOUT IT. THERE MAY BE 3RD PARTY INTERFERENCE WITH THIS, TOO, THOUGH. CAN YOU HELP ME?

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**Ticket: # 1223367 - deceptive business practices**

**Date:** 9/28/2016 1:44:24 AM

**City/State/Zip:** Raymond, Washington 98577

**Company Complaining About:** Centurylink

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## **Description**

on 3-3-16 i ordered a package from century. tv internet and cable for 89.99 per month. I never charged 80.99 plus taxes. the following monday the tech came out and installed the cable. i was getting billed a minimum of 300 a month. i finally found out i was being charged two months at a time at 66 for the dish and 71 for the internet and so called phone. so the bills were running at least 273 minimum a month. called centurylink to cancel after i paid the 493 and was told the 89.00 price would start. got the next bill for 386 and said enough. called to cancel was finally transferred to a retention supervisor, there went another 45 mins. i paid them 1003.50 over the 7 months. i would like the overpayment of 380 plus the account zeroed out. i did use the service and am willing to pay the 89.00 i was supposed to be paying. the ad also said there was a 150 gift card on select packages. i got screwed out of the too, their answer to that was it was in your terms and agreements that your credit score has to be between 1-3. that's not what the ad says. then she says there is a 200 dollar early cancellation fee. she says do you still want to cancel, i said yes, the nerve of you to charge me on top of overcharging me. i said just cancel the acct, i will not be recommending you to anyone. then she has the nerve to say if i fix the acct will you stay. not a chance



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**Ticket: # 1223374 - Comcast failure to correct, return my calls or even respond to my phone calls for fixing my internet, phone and TV service**

**Date:** 9/28/2016 2:05:44 AM

**City/State/Zip:** Glencoe, Illinois 60022

**Company Complaining About:** Comcast

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## **Description**

I have been suffering with DAILY interruptions in my internet and phone service for months with known issues in my neighborhood for months now. Comcast doesnt return my messages left with Ms X at xxx-xxx-xxxx for many days after she promised to give me excellent care and NEVER once returned my call(s). When my neighbor across the street John S (happy to send you the email trails from him) in July complained to the third highest person in the company about similar daily outages- they sent a battery of three trucks in a team to spend the entire day at his house on July 16th 2016. That crew made substantial fixes within his home and he no longer has a problem. I went across the street and spoke to the guys and they said yes my neighborhood has real issues. Mr. John S gave me the Executive care team contact who helped him named Mr X. I have left several unreturned messages for Mr. X at his phone xxx xxx xxxx and direct extension xxxxxxxx now over the past 4 weeks. Not even one returned call. Then on Monday at noon, after total disgust of this joke and disgrace of a company that has been charging me roughly \$250 a month the past 10 years, I called John A's main number at Executive care and got a Mrs. Y. She promised a member of their team would be back to me within 24 hours. now 36 hours have passed and nothing not a call or a peep from Comcast. I have been without a working TV in my kitchen for over a month now. I am shocked and disturbed at the behavior of the company especially in its supposed Executive care unit. I left another message on Mr. X voicemail just now at 12:45 am today September 28th. What does a consumer have to do to get Comcast to respond?!?! I have dates names and phone numbers of the completely inattentive and poor representations of customer service all referred to in great detail but the advice below this submission box is telling me not to put in personal information. I would be glad to share all of those facts with your team.

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**Ticket: # 1223715 - service**

**Date:** 9/28/2016 11:06:15 AM

**City/State/Zip:** Pembroke Pines, Florida 33028

**Company Complaining About:** Comcast

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## **Description**

for over 6 months my internet service has been intermitent. I have called many times, each call is a 30 to 40 minute ordeal. Each person wants to try every fix again and again. I go along until a tech is dispatched. That leads to a diagnosis of great service to no service a few minutes later. A cable outside was replaced, and installed wrong, according to the next tech. Still no service while I am being billed.

Prior FCC complaint filed, a female called purporting to be from Comcast, insisted that I fullt verify myself. SHE CALLED ME. Insisted on my name, address to includecity state zip and last 4 social. Provided all info except last 4 of my social, she ended the call. She was rude and tried to intimidate me, as if my complaint is a problem. Still cannot believe that way she handled the call. Added to the 6+ month ordeal.

Please help me recevie the consistent internet service I have been consistently paying for.

---

**Ticket: # 1223995 - End of Behalf Action Requirement:**

**Date:** 9/28/2016 12:38:34 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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## **Description**

I filed complaint against Park Tower Apartments and U.S. Department of Housing Urban Development required end of using communicates between me and Federal Communication Commission via cable wiring led to utility room in the basement while office computer line hooked up on our cable wiring which they allowed monitored all my communication about all of U.S. Senators, OHSU, all composed E-Mail to people and agencies that they can steal my comments, They contacted with Oregon Health Science University that they told to my case manager then At Oregon Health Science University informed me that they will not help me. Thank you for taking your time! I will report to US Senators about your agency in Washington, DC thank you.

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**Ticket: # 1224025 - Re: Report to U.S. Attorney Request Forward to U.S. Senator Toomey Requirement:**

**Date:** 9/28/2016 12:45:34 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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## **Description**

This is a follow-up to your previous request #1190951 "Report to U.S. Attorney Request Forward to U.S. Senator Toomey Requirement: "

ENFORCED FORWARD THIS DOCUMENT TO ATTORNEY TAKES (b) (6) TO  
ATTORNEY OFFICE REQUIREMENT ENFORCED COOPERATION REQUIREMENTS THANK  
YOU FOR ENFORCEMENT LAW TO TAKE ACTION END OF BEHALF ON SERVICE  
COORDINATORS THANK YOU FOR NOT APPRECIATION THAT BAD FEDERAL HOUSING USED  
MY COMMUNICATION MONITORED AGAINST (b) (6) AND U.S. SENATORS IN  
HARD PERIODS.

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**Ticket: # 1224072 - REQUIREMENT REPORT TO U.S. SENATORS TOOMEY AND MERKLEY ENFORCEMENT REPORT FROM FEDERAL COMMUNICATION COMMISSION REQUIREMENT:**

**Date:** 9/28/2016 12:55:58 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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**Description**

DEAR FEDERAL COMMUNICATION COMMISSION  
REQUIREMENT TO FCC ATTORNEY MUST RELEASE THIS ALL DOCUMENTS MUST  
FORWARDED TO U.S. SENATORS TOOMEY AND MERKLEY, WYDEN NOTIFICATION SERIOUS  
MATTERS:

I required to White Male Attorney require helping with me in legal action required to let Attorney knowledge that I cannot afford attorney, I do not appreciated with Service Coordinator & staffs had broken in reading our US Senators's Letters of all Communication Records in past, present, and future correspondences included they read your FCC records, urgent to all housing staffs get ending of transmission request to be notified to appoint me to White Male Attorney takes care of (b) (6) requests to stay away from public housing due to monitor all communication through utility room hooked up linked to office computer's screen. Please me relocate other temporary housing possibility to be notified telling truth to U.S. Senators who willing authorizes me relocating to another temporary housing avoid of Park Tower Apartments temptation against (b) (6) to be required report to Washington, DC serious matters with no delaying procession requirement. I DO NOT APPRECIATED WITH PARK TOWER APARTMENTS AND U.S. DEPARTMENT OF HOUSING URBAN DEVELOPMENT IN OREGON REGION DUE TO UNFIT RESIDENT IN THIS BAD REGION.

Sincerely,

(b) (6)

Opens a New Window.

Portland OR 97205

END OF TRANSMISSION APPLIES TO SERVICE COORDINATOR AND STAFFS! NOTIFIED TO  
US. SENATORS:

I don't happy with public housing along with unfit Oregon resident to be notified to white male attorney formal double required to be notified to US Senators in Washington DC recorded required. Thank you much!

SINCERELY, (b) (6)

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**Ticket: # 1224167 - Report to Philadelphia US Attorney pulling Mr. XXXXX XXXXXXXX out of public housing Requirement:**

**Date:** 9/28/2016 1:27:16 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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## **Description**

\*REPORT TO US. SENATE CHAMBERS REQUESTS\*

ATTENTION: FEDERAL COMMUNICATION COMMISSION,  
I DO NOT APPRECIATED WRITING THIS FORMAL CHARGING COMPLAINT OF END OF TRANSMISSION AGAINST PARK TOWER APARTMENTS AND U.S. DEPARTMENT OF HOUSING URBAN DEVELOPMENT USING PICK UP MY ALL COMMUNICATIONS BETWEEN U.S. SENATORS, ALL COMPANIES, ALL AGENCIES, ALL FRIENDS, RELATIONS, TV STATIONS, TRANSPORTATION, CITY HALL, AGENCIES, AND OTHERS THAT THEY CAN READ MY COMMENTS, COMPLAINTS, AND OTHERS. THEY CAN STEAL MY IDEAS AND COMMENTS THEN THEY CAN WRITE OWN THEIR REQUIREMENT AND TO TALK THEMSELVES, SO THEY CAN HELP EACH OTHERS WITHOUT ME THAT UNFAIR BECAUSE OF THEY DID STEAL MY COMMENTS, IDEAS, AND OTHERS BECAUSE OF THEIR MONITOR RECORDED ON OFFICE COMPUTERS READING BY HOUSING EMPLOYEES INCLUDED (b) (6) - SERVICE COORDINATOR, HE INSULTED ME IN HAVING UGLIEST APPEARANCES TELLING TO MY REQUIREMENT APPOINTS ME SENDS TO MALE WHITE ATTORNEY REQUESTS, PLEASE TAKE YOUR CORRESPONDENT TO APPOINT ME TO U.S ATTORNEY REQUIRED TAKE CARE OF (b) (6) ON SERIOUS CHARGE FORMAL REQUIRES. THANK YOU MUCH!  
SINCERELY, (b) (6)

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**Ticket: # 1224396 - Cablevision TV,Internet Service**

**Date:** 9/28/2016 2:38:38 PM

**City/State/Zip:** New Rochelle, New York 10801

**Company Complaining About:** Cablevision-optimum

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## **Description**

why on earth any cable company would advertize service that it doesnt actually provide is beyond me the router did not work properly and asked repeatedly,that I sign in over the course of an hour work on documents and electronic filing of applications were always interrupted, since this telecommunications technology is regulated and bandwidth is assigned this company which was charging fees for this service, optimum.net was negligent in the to charge such large fees for lost signals. Used a wi-fi analyzer and checked the speed and download and upload signals @2.5 and 5GHz never met specs, they claimed to provide, as of 9/1/2016 have Verizon FIOS great signal and had to sign on once. Optimum called me and said they could provide the same service, as an engineer and network+ certification replied that is not possible, PLEASE RESPOND TO THIS SO THEY DO NOT TRY TO MARK MY CREDIT REFERENCE AS

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**Ticket: # 1224398 - Frequency jammers**

**Date:** 9/28/2016 2:40:09 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

I'm asking someone to investigate the frequency jammer use in my neighborhood these jammer are a big problem intercepting the frequency around my home knocking out the Internet cable phone usage I've been in contact with T-Mobile, Comcast, And these entities Are not taking this frequency interference serious these are services that I pay for and are not working I have many videos of Comcast and my neighbors using jammer to manipulate security cameras, Internet, phone usage. This has been a problem for awhile and needs someone to investigate. I will also be filing this complaint with the FBI I know it is also illegal to use such devices and would appreciate that if this is looked into many of the videos posted on YouTube at Lynn Shek stalkednwoodinville Comcast employees jamming security camera ,Ben Mesa I have many video using devices to break into my home. Thank you



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## Ticket: # 1224407 - Our Comcast Business Account Has Been Destroyed By Their Residential Operations And Comcast Has No Resolution

**Date:** 9/28/2016 2:43:09 PM

**City/State/Zip:** Henrico, Virginia 23233-7525

**Company Complaining About:** Comcast

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### Description

A little over 4 years ago we had Comcast Business Internet and Comcast Residential TV services at one address on two different accounts, one business for internet, one residential for TV. We canceled the TV service at that time.

Comcast had problems disentangling our business account services from the residential side, we spent months having the residential side of the business delete our mail addresses on a weekly basis.

This was all supposed to have been resolved 4 years ago. We were given an account number that is the account number shown when we log in to our Business account. However, as of today, when we log into our business account, we find our Web Hosting service is no longer there to administer.

Early today we found that the web hosting in our business account has become inaccessible to us for administration, and that Comcast seems to have no record of our business account at all, showing us as a TV customer only. We do not use their TV service, only their internet connectivity, email, and web hosting. We are not their Residential Services customer and haven't been for over 4 years. Comcast representatives tell us our account is a Residential TV services account because that is all their data systems tells them.

We are currently in a promotion that is supposed to bring people to our site but we can no longer control or edit it. ALL THIS WORKED FINE two days ago and has for almost 5 years. This loss of control of our web site is costing us hundreds of dollars per hour in opportunity costs.

The only resolution offered by Comcast so far is to open a completely new account, in the process charging us over 150% more per month than they currently are. We will suffer a service outage of undetermined length for our web site at minimum.

We would like to retain Comcast Business connectivity services as well as email and web hosting as the technical quality of service and support is amazing on the Business side and quite absent on the Residential services. When it comes to connectivity where we are located they are the best game in town, however apparently Comcast sucks out loud at business operations and basic record keeping.

The complexities and details of this issue should be handled in writing, phone calls fail to produce an audit trail within Comcast. Every support call starts at Day Zero and hits a wall when their records fail to reflect reality. That person then transfers us to another person for another round of the Day Zero follies: Lather, Rinse, Repeat all day long. I have spoken to at least half a dozen Comcast reps in the last 12 hours and even the ones who understood the problem had no control over it, stymied by the lack of records describing the account and services they have provided.

Comcast has declined to provide a written contact for support escalation.

Expecting the worse, we are in the process of locating a web hosting alternative, but Comcast holds our budready.com domain name, has no record of this, and thereby cannot move it to another hosting service.

We need a Responsible Adult with adequate authority from Comcast to take ownership of the resolution of this train wreck. Their support infrastructure cannot work with the record keeping mess they have created and thereby cannot help us.

Thank you for your prompt response and action, I must now return to scrambling to rescue what's left of today's operations that were disrupted by Comcast's drive by on our account information.

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(b) (6)

Bud Ready LLC, a Virginia company

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**Ticket: # 1224659 - Walmart is blocking internet access inside this store**

**Date:** 9/28/2016 4:00:34 PM

**City/State/Zip:** Torrance, California 90505

**Company Complaining About:** Verizon Wireless

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## **Description**

Walmart (in Torrance 22015 Hawthorne in Torrance 90503) is blocking internet connection inside the store. Isn't it illegal? I could not use my cellphone to access the internet using my own Verizon 4G. But as soon as I step outside the Walmart store, I could again use my cellphone to access the internet.

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**Ticket: # 1224851 - END OF TRANSMISSION REPORT TO WHITE MALE  
ATTORNEY REQUESTS:**

**Date:** 9/28/2016 4:59:48 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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**Description**

Requirement banned applies to all service coordinators involved in our political writing/reading and do not allow service coordinators using office computers. Telling US Senators remove (b) (6) out of subsidized housing due to monitor against (b) (6) through office computer via utility room. I do not want remaining with subsidized housing hard periods possible to witch hunts. Urgent fired all Service Coordinators!

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**Ticket: # 1224838 - DDOS attack**

**Date:** 9/28/2016 4:56:09 PM

**City/State/Zip:** Hopewell, Virginia 23860

**Company Complaining About:** Comcast

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### **Description**

Was playing on xbox live and another player messaged me stating my IP address saying "your going off" within 30 seconds I could no longer connect to the internet. My ISP had no reports of outages in my area. I have the gamer tag of the individual responsible of the attack. I do have a recording but am unable to upload it on this page.

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**Ticket: # 1225190 - Internet intermittent issues but nothing is being done to fix it**

**Date:** 9/28/2016 6:56:10 PM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** Comcast

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## **Description**

I've been having problems with the internet since installed June of 2015. I've been calling since every week and get a ticket pushed but the local team keeps putting there is nothing wrong. The Comcast team on the phone can see there is something wrong but the local team won't fix so I'm stuck in a circle of life loop repeating the process over and over. I've contacted corporate office 3 times to the point of being threatened to be put on an unserviceable area and the last straight called me a liar. The communication inside of Comcast is not available the people who see the problem and can identify it have no way of communicating to other departments so they say. Basically me and my neighbor are the only ones on the whole line that runs to the main hub and it is deteriorated I was told this by the line repair man. He said to me he put in for it to be replaced but doesn't think it will happen because it is only me and the neighbor on the whole line. They keep closing my tickets without telling me and everyone including the local team ignores my calls and knows me as the trouble case. I video conference online and need to be connected and not have t3 errors or modem disconnections. If I just used the internet for video I wouldn't care but I have to have the internet working correctly to work. I'm hoping this will help it is not hard to run a new line If I had the ability I would fix it myself. I've done everything in my power to rectify the situation from calling everyday for a year and half to contacting corporate 3 times to going through social media. What I'm saying is this is my last straw only avenue of help. There are no other high speed internet in my neighborhood so I have no choice from the horrible service. I also have a block on my account for credit. And just this month my internet had been completely disconnected for two weeks because the line fell apart. I hope that you can help me if there was an option to switch to another company I would. My only option if this doesn't work I'd to be forced to move which is difficult due to my health and situation. Thank you for your time. (b) (6)

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**Ticket: # 1225287 - Cellular phone and Data virtually unusable, Hacked? Middle man attack**

**Date:** 9/28/2016 7:47:01 PM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** T Mobile

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**Description**

My Cell coverage has consistently degraded in the last two or three years, I've gone from 4 or 5 bars signal strength to 2 average with intermittent 4 bars and frequent ZERO bars (as commonly lasting 1 - 2 minutes). I am certain that at minimum my signal is being intercepted (Stingray device or other "Middle Man devices and or cyber monitoring devices") by nefarious cyber criminals and or law enforcement, and possibly also throttled by T-Mobile the Cellular service provider.

All the service problems which I have mentioned are occurring at my Home residence. When I am adjacent to alternate towers my service seems to operate normally so far as my limited away from home usage reveals. I am frequently dropping calls having lengthy delays in calls dialing out all of which create a potential security issue. I have doubts as to whether I would be able to reach 911 promptly in the event of an emergency! Additionally data usage is unbelievably hampered causing it to take minutes to access pages and then even have them disappear. I have had pages which I did not open appear on my phone as well. Then my E-Mail is routinely inaccessible with me repeatedly logging in over and over again to no avail. All in all I am paying for service which is virtually worthless the majority of the time.

I have contacted T-Mobile many many times in order to resolve these issues to no avail as replacing my smart phone. All of these issues present a very serious potential issue for me from the potential of being stalked, to data breaches, to Identity theft as well as personal safety issues related to utilization of 911 services. It appears that these technologies have brought us back into the days of the 'Wild West'.

I sincerely hope you will look into this very significant problem and work to bring resolution.

Thank you, (b) (6)

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**Ticket: # 1225243 - Denial of Access and Website Redirection and Stolen Copyright**

**Date:** 9/28/2016 7:32:16 PM

**City/State/Zip:** Vallejo, California 94589

**Company Complaining About:** Comcast

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## **Description**

I am the CEO of Ashay by the Bay and I live in Vallejo, CA. For 7 years here at my home address an organized crime group has been stalking me online on Comcast and Verizon networks, denying me Internet access at various times through the use of a Linkis Router without a firewall. Somehow, they got into my home network thru stalking me and then stole my Website files and have since blocked me from my actual website and possibly the Internet while they redirect the sales of my online company AshayByTheBay.com. In addition, they are using microwave sound to electronically harass me in the community where I live. They have violated me and every other citizen in Vallejo and they refuse to stop. I have lost over \$500,000 and now they sabotage my business in other ways and my phone communications trying to force me to give up my online company. They have done CC fraud and phishing. I have contacted Local police and FBI (IC3) reports and no investigation. They are violating my rights. I need to protect my business and my customers. Please help, and call for an investigation because they are violating on the towers also.



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**Ticket: # 1225505 - Constant internet issue**

**Date:** 9/28/2016 10:01:31 PM

**City/State/Zip:** Gallipolis, Ohio 45631

**Company Complaining About:** AT&T

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## **Description**

I have been experiencing a loss of sync for more then three months. I have contacted att tech support numerous times and the issue has stil not been fixed. Many of the techs that have been dispatched have told me that the problems I am experiencing are wide spread and due to the fact that ESL is over sold in my area and that att is unwilling to invest in upgrading its infrastructure. I have multiple pictures and screenshots that demonstrate the issues I've had as well as neighbors who have experienced the same problem. I welcome the opportunity to speak to someone to provide more details.

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[Ticket: # 1225596 - How do I go about filing a formal complaint about an internet provider.](#)

**Date:** 9/28/2016 11:48:54 PM

**City/State/Zip:** Friday Harbor, Washington 98250

**Company Complaining About:** Centurylink

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## Description

As soon as I've compiled all of the data I'm be more than happy to provide the details. Let's just say Centurylink out of Monroe, LA overcharges customers for services not rendered, the company makes it nearly impossible to resolve that issue by not allowing customers to contact the appropriate departments and individuals. In addition the customer service reps lie to customers, hang up on customers and make it impossible to follow through with any complaints. I spoke with a supervisor and a manager who would not provide me with a mailing address for the corporate offices. I'm anticipating further loss of telephone and internet services due to complaints already filed with the BBB.

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## Ticket: # 1225903 - Xfinity Service Drops Constantly Not Good For My Business NO Resolution

**Date:** 9/29/2016 10:37:38 AM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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### Description

Complaint #1. The technician who initially installed my keypad, either misplaced it or stole the \$2000 security keypad that came with my home. When I moved in the home, he had removed my keypad and replaced it with Comcast low budget keypad. I had the issue escalated and was told the agent put it in a red xfinity box. My home was empty at the time, so the box would have easily been found. I never found the "red xfinity box" nor have I found my keypad. My next thoughts were to file charges against xfinity for the missing keypad but I never did.

Complaint #2. I have been trying to reach Xfinity in regards to my internet constantly dropping. I work from home and I run my business online and this is awful service. I've called and each time I call I am put through to the billing department and not given the option to speak to technical support. One guy only sent a signal to my modem which didnt help. And then he gave me the number to call in order to reach a tech agent. When I called I was put through to the billing department yet again. I've been on hold for 25 minutes now. They want the bill paid but can't provide the service. I have video recordings of how the connection drops every 30-35 minutes and wipes out all of my work. If I'm speaking with a client I loose my calls. If I'm emailing, I loose my email information. I can loose business like this. And I can't get anyone from Comcast to even troubleshoot the issue properly. I'm paying \$200 a month for service that barely works. I'd switch if they weren't the only one's servicing my area. My connection constantly drops and switches itself between my connection and the xfinity WIFI. My manager is not pleased with me having to be off line daily due to Xfinity's poor service. I will soon be forced to move my business into an actual office area because of this. I had to just hang up because instead of getting to tech support it asked me about starting new service. I work for providers world wide and they do not like to hear I couldnt attend a meeting or answer their emails in a timely manner because my internet was out. I tried to upload the videos of the constant connections drops but the internet is too slow and it won't allow me to attach the files, so I had to take screenshots of the videos. In the screenshots you can see the time and date with the disconnection. At 930 am I waited 29 minutes to be directed to the sales department. I'd really appreciate it if Xfinity could replace my keypad that was misplaced or stolen as well as fix this horrible internet connection.

---

**Ticket: # 1226789 - Windstream**

**Date:** 9/29/2016 3:34:41 PM

**City/State/Zip:** Boca Raton, Florida 33431

**Company Complaining About:** Windstream Communications

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## **Description**

We would like to discontinue our services with Windstream. Our internet and phones have been unreliable for the last three years and it's greatly impacting our business. We have over 30 documented occurrences of Windstream services either being down or the quality of the services that are being rendered are unusable. Most of these outages are attributed to poorly managed personnel that are conducting unauthorized and intrusive changes that affect our environment. We've tried to resolve this with our account managers, but they're unprofessional and lackadaisical. We're still owed \$8k in bill credits that was agreed upon from the initial implementation being unusable for the first two months.

We would have filed this complaint much sooner if we knew these avenues of support existed. We're also going to file a complaint with the PSC and the AG. Any help you could provide us with to resolve this matter would be greatly appreciated.

If you would like to see a copy of our documented proof, please provide me with an email address that we can send this to.

Best Regards,

FlexShopper

(b) (6)

Director of IT

(b) (6)

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**Ticket: # 1227003 - Frontier Communications**

**Date:** 9/29/2016 4:41:18 PM

**City/State/Zip:** Fultonville, New York 12072

**Company Complaining About:** Frontier Communications

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## **Description**

I have been paying for frontier communications to provide me with internet for almost 8 years. The service is down more than it is up. I have resorted to paying for more data on my cell phone just to complete the simplest of tasks. I have been told numerous times the lines need to be updated yet the question remains why they aren't. I am told the lines can't handle the volume in my area. Well my bill remains the same regardless if they provide a service or not. would like a refund of my bills for the last 8 years of a service I hardly can use.

---

**Ticket: # 1227533 - Comcast cable company**

**Date:** 9/29/2016 9:08:26 PM

**City/State/Zip:** Lansdale, Pennsylvania 19446

**Company Complaining About:** Comcast

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## **Description**

Sat. night k. 9/25/16 our cable went out. Sunday cable was still out. Called and they scheduled a tech to come out. Monday he came out and said we were not connected at the pole so he took care of that, never coming inside to check services. I drove 40 minutes on Sunday to vet new boxes, as the ones we had were outdated. Monday called comcast and spoke with several people before asking for a supervisor who all did the same scripted routine. Turn your TV off and we will send a signal, that should get you running g. No. It helped us vet our internet and somewhat of our phone back, still no TV. Tuesday another tech comes out and said he tried to fix problem and said be spoke with his supervisor who said we were on the wrong cable line. We should be connected with Lansdale and not Quakertown. Still did not fix TV. Called and had to explain again whybi needed a supervisor. She said she would take complaint to next level and would follow up. Thursday no tech. No phone call until 8 pm to say comcast said we have a good signal going to our home. Problem...TV still not working!! They with try and send a tech out tomorrow!!!! In the meantime I was told I would get a \$20 credit to my account. I vet an e mail that shows what my next bill will be and the amount is higher and I didn't change anything except the boxes that I was told were not going to raise in PRI as. Lies! Lies! Today is day 6 of this and I still have no TV services!! I am SO angry about this and SO tired of calling and repeating everything day after day!! I am also tired of having my boyfriend miss work and wait around for someone to help us!!! I am fed up with all the run around and false promises!! Please help, as we don't know what else to do to resolve this for us and not have it happen to others. Thank you in advance.

---

**Ticket: # 1227705 - Damage to property**

**Date:** 9/29/2016 11:53:36 PM

**City/State/Zip:** Jersey City, New Jersey 07304

**Company Complaining About:** Verizon

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**Description**

I need Verizon to remove fiber wires from unit that is causing a devaluation of unit

---

**Ticket: # 1227971 - Service Interruption**

**Date:** 9/30/2016 10:30:48 AM

**City/State/Zip:** Mariposa, California 95338

**Company Complaining About:** Sierra Telephone

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**Description**

I'm being stolen from



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[Ticket: # 1228029 - capping of Internet service by Charter in Traverse City MI](#)

**Date:** 9/30/2016 10:49:19 AM

**City/State/Zip:** Traverse City, Michigan 49684

**Company Complaining About:** Charter

---

### **Description**

We're staying at a friend's place in Traverse City while they are out of town. After watching 1 or 2 episodes of a TV show through Hulu in the evening, the Internet service just stops. Now I'm sitting here at 1045am (9/30/2016) and having to use my iPhone as a hot spot because the Internet is capped...!

---

**Ticket: # 1227985 - Time Warner Cable Throttling some traffic during peak hours**

**Date:** 9/30/2016 10:37:35 AM

**City/State/Zip:** Marysville, Ohio 43040

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable is throttling traffic to some IP addresses during peak hours. This only occurs once I sustain a transfer speed close to my max available bandwidth. Within 20 minutes of this happening, my speeds slow to less than 1MB/s out of my max 7MB/s possible until around 10:45PM EST.

---

**Ticket: # 1228244 - continuous failures on the line and customer support**

**Date:** 9/30/2016 12:09:31 PM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Centurylink

---

## **Description**

In 2013 several miles of our internet and phone lines were damaged in the flood. I filed a complaint in 2015 after the lines had lain on the ground for over 18 months. You ordered CL to get them up and they finally did. Since then I continue to have intermittent internet access. CL refuses to admit the problem is outside of my home. (my neighbors have the same problems). Finally yesterday someone from Tech Support said "tell the tech it's that the problem is after the control box". It went out again today. My second modem has been out for over a week. The tech keeps telling me he can't find the problem. I can't run a hotel like this. Please order them to repair the line properly or give us an alternate non satellite option. CL has a monopoly here and I thought that was supposed to be illegal.

---

**Ticket: # 1228387 - business phone interruption**

**Date:** 9/30/2016 12:55:46 PM

**City/State/Zip:** Bronx, New York 10469

**Company Complaining About:** Bronx Optimum

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## **Description**

I am a customer of Bronx optimum for television, Internet and phone service provider. I recently find out that some people are using the apps in their cell phones and ipads to attack my office phone system. I complained to my service provider who advised me to contact you people that there is nothing they could do about it. they block incoming calls and sometimes load my calls with robo calls. many of the calls , coming from location Russia, Pakistan, Spain, Canada Trujillalt, New Zealand and so on. Please help.

---

**Ticket: # 1228365 - business phone interruption**

**Date:** 9/30/2016 12:49:32 PM

**City/State/Zip:** Bronx, New York 10469

**Company Complaining About:** Bronx Optimum

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## **Description**

I am a customer of Bronx optimum for television, Internet and phone service provider. I recently find out that some people are using the apps in their cell phones and ipads to attack my office phone system. I complained to my service provider who advised me to contact you people that there is nothing they could do about it. they block incoming calls and sometimes load my calls with robo calls. many of the calls , coming from location Russia, Pakistan, Spain, Canada Trujillalt, New Zealand and so on. Please help.

---

**Ticket: # 1228392 - Internet not constant**

**Date:** 9/30/2016 12:57:44 PM

**City/State/Zip:** Irving, New York 14081

**Company Complaining About:** Time Warner

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### **Description**

My internet is not inconsistent. It is not my computer, or web browser. It does the same thing on my laptop, and I have switched browsers. I have run the internet speed check, and several times it was NOT 30, as is what I am paying for!

---

**Ticket: # 1228478 - Video advertisements on internet/webpages**

**Date:** 9/30/2016 1:30:54 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** T Mobile

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### **Description**

a lot more webpages have video ads in them and when you load the webpage the video starts playing without any user input. videos use A LOT more data and if you have a monthly cap, these ads will eat into your cap. They're also HARD to stop playing! On purpose I'm sure! I am "former" C.I.A. employee and I worked in computers for 17 years in DC. This "nonsense" needs to stop!

---

**Ticket: # 1239915 - Internet Data Caps Complaint**

**Date:** 10/7/2016 1:47:20 AM

**City/State/Zip:** Houston, Texas 77060

**Company Complaining About:** Comcast

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**Description**

(b) (6)



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**Ticket: # 1228950 - Hackers of Target are family member's**

**Date:** 9/30/2016 4:02:10 PM

**City/State/Zip:** Pahoa, Hawaii 96778

**Company Complaining About:** Time Warner

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**Description**

Linda, please fax this to the US Attorney General's, I know they are so fearful as this is such massive corruption. I truly know in my heart that this has evolved from 2010, when my sister and ex first had (b) (6) hack my account.

Massive corruption in East Hawaii:

7/9/08 murder of (b) (6) by (b) (6) and (b) (6).

2/10/10 ID theft of over \$300,000.00 from my Bank of Hawaii Acct began, by (b) (6) 6/16/86 and check forger, (b) (6).

9/12 Systematic Heavy Metal poisoning began / altering of my lab printout.

4/13 (b) (6) followed me to my home in Hawaii after engaging my adopted daughter, (b) (6), to join in conspiracy.

9/13 I reported major bank fraud to Pahoa PD and the murder of (b) (6). Froze my accounts. My computer and all digital services were synced to (b) (6) as he engaged neighbor's, (b) (6) Oh to forge check's and continue the systematic poisoning with pesticides. Hacked (b) (6) Target while synced to my computer.

9/14 Began using Thallium to poison myself, (b) (6) and my 3 small dog's. Engaged (b) (6) to accept corrupt money in exchange for falsifying Lab result's. Engaged Pahoa PD to cover up hacking and bank fraud.

Developed into massive Gang stalking and spreading of Thallium over 7 states.

Currently using Broadcom controlled to monitor and obstruct all my communication.

No toxicologist, mass spectrometry or FBI in Hilo, Hawaii.

---

**Ticket: # 1228957 - Hackers of Target are family member's**

**Date:** 9/30/2016 4:03:20 PM

**City/State/Zip:** Pahoa, Hawaii 96778

**Company Complaining About:** Time Warner

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**Description**

Linda, please fax this to the US Attorney General's, I know they are so fearful as this is such massive corruption. I truly know in my heart that this has evolved from 2010, when my sister and ex first had (b) (6) hack my account.

Massive corruption in East Hawaii:

7/9/08 murder of (b) (6) by (b) (6) and (b) (6).

2/10/10 ID theft of over \$300,000.00 from my Bank of Hawaii Acct began, by (b) (6) 6/16/86 and check forger, (b) (6).

9/12 Systematic Heavy Metal poisoning began / altering of my lab printout.

4/13 (b) (6) followed me to my home in Hawaii after engaging my adopted daughter, (b) (6), to join in conspiracy.

9/13 I reported major bank fraud to Pahoa PD and the murder of (b) (6). Froze my accounts. My computer and all digital services were synced to (b) (6) as he engaged neighbor's, (b) (6) Oh to forge check's and continue the systematic poisoning with pesticides. Hacked (b) (6) Target while synced to my computer.

9/14 Began using Thallium to poison myself, (b) (6) and my 3 small dog's. Engaged (b) (6) to accept corrupt money in exchange for falsifying Lab result's. Engaged Pahoa PD to cover up hacking and bank fraud.

Developed into massive Gang stalking and spreading of Thallium over 7 states.

Currently using Broadcom controlled to monitor and obstruct all my communication.

No toxicologist, mass spectrometry or FBI in Hilo, Hawaii.

---

**Ticket: # 1229482 - Unauthorized Access with VoiceMail**

**Date:** 9/30/2016 9:12:22 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** AT&T

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**Description**

I file pressing charge against (b) (6), (not listed) My cell phone shows that someone placed a voicemail to this number (b) (6), and my cell phone was beeping but I didn't make the call and did not answer from incoming call for going inside voicemail. I reported to US Senators about your federal agency did not help me with others will be pressing charge requirement - that i called US Senators.

---

**Ticket: # 1230713 - Xfinity sales tactics**

**Date:** 10/2/2016 4:49:07 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Centurylink

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### **Description**

I have century link and I keep getting xfinitys link sit which makes my wifi and internet stop and takes off line trying to force me to sing up for there service. I want xfinity to stop there sales of forcing there internet

---

**Ticket: # 1230433 - Home broadband Wi-Fi**

**Date:** 10/2/2016 4:23:40 AM

**City/State/Zip:** North Las Vegas, Nevada 89031

**Company Complaining About:** Centurylink

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**Description**

Our personal home broadband Wi-Fi connection illegally hacked ,  
Neighbors have illegally used devices that intercept our passwords, alter Wi-Fi network names, by  
which in turn,

Causes the private network to have viruses,malware,

Have changed passwords,

But seems that once they have gotten a connection illegally,

They're also able to find out what the new password is....

Need help ...

Problem is with,

dlink , (b) (6) . 89031

---

**Ticket: # 1230398 - Ongoing internet service trouble****Date:** 10/2/2016 12:31:08 AM**City/State/Zip:** Saint Johns, Florida 32259**Company Complaining About:** Comcast

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**Description**

We have had intermittent connection problems for more than 4 weeks now. I have placed more calls than I can keep track of to Comcast customer support teams and have received the worst customer service I have ever experienced. Supervisors have been very rude and even hung up on me even though I was not being rude to them or using any disrespectful language. Several of the Field Maintenance escalations have not been carried out to completion, 5 Field technicians and 3 field maintenance teams have been sent out to fix the problem and it has not been resolved. I have professional experience working in the cable internet industry and know what type of problem I am having, however when I explain the problem and provide details and information to Comcast to aid in their resolution they disregard my data and treat the problem as one of signal integrity. The problem is related to a local source of interference and despite multiple requests to Comcast to preform an Audit of the service node they refuse to do so. At current I have around 10-14 hours of down time each day where internet is on but there is so much interference on the line I get more than 20% packet loss and upload speeds around 0.2Mb (200Kb) when they should be 15Mb (15000Kb). Download speeds are less affected but I have tested download speeds as low as 5Mb when the service paid for is 75Mb. This makes the service unusable for extended periods of time whether using a Wired or Wireless device. For the record I do my testing from a computer connected via hard-line (Ethernet).

The previous complaint I filed with the FCC was received by Comcast and I was contacted back 3 days after filing the complaint. I was issued a service credit to provide compensation from the start of the problem they have records for to the date I was contacted by Comcast Executive escalations team. When I attempted to follow up with them to advise them the problem was still occurring they did not return my calls. I used every resource they provided in attempting to followup with their corporate executive branch, left multiple messages requesting a return call the following dates; Thursday September 29th and Friday September 30th. SO far my requests have gone unanswered and my experiences with Comcast Customer support departments are getting worse with each call. I have lost all faith in Comcast's intentions to resolve my service problems or even take my concerns seriously.

---

**Ticket: # 1246473 - Spam text messages**

**Date:** 10/7/2016 11:04:32 PM

**City/State/Zip:** Huntsville, Alabama 35801

**Company Complaining About:** Verizon

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### **Description**

Ive been receiving spam massages from 6245 (short number). There is not way to stop or unsubscribe.

---

**Ticket: # 1231032 - Any Class Actions against Comcast in District of Columbia?**

**Date:** 10/3/2016 12:13:19 AM

**City/State/Zip:** Washington, District Of Columbia 20019

**Company Complaining About:** Comcast

---

## **Description**

For two years, Comcast XFINITY has repeatedly demonstrated it has no capacity to follow through on the problems affecting my neighborhood. I have had FIVE technicians visit my home just this year. Pathetic. And when I call, the customer service agents are rarely able to build upon previous discussions. Exasperating. Recently, their Comcast Facebook page representative offered to credit me two months and reduce my rate, temporarily, but I have seen NO evidence of competent troubleshooting of the poor service that plagues my home and those of my neighbors after TWO YEARS of writing to CEO (b) (6), during which I have to fight for non-bloated, more reasonable fees every six-to-twelve months. I have attached file offering a sample of the many, many times Comcast representatives have changed and repeated a meaningless gesture of "escalation" of my problem.



---

**Ticket: # 1231126 - Re: [FCC Complaints] Re: Verizon Dictation what you my send**

**Date:** 10/3/2016 9:24:48 AM

**City/State/Zip:** Hampton, Virginia 23669

**Company Complaining About:** Verizon

---

## Description

This is a follow-up to your previous request #1170062 "Verizon Dictation what you ..."

I guess that ok that Verizon can't stop the spam from being added to my account. Read the statement from Verizon. So they tell me they can stop the spam but if they block it they could lose account. So let's tell the FCC that Verizon there way is the only way FCC DOEST NOT COUNT. How about I call the FCC inspector General and ask they to look in to VERIZON. Because VERIZON has you in there back pocket!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

My carrier Verizon has provided the FCC with a response to my complaint. So you take it upon yourself not to tell me what there response is in the email. You did base your response that you took it upon yourself to close the complaint Ticket No. 1170062. I have not gotten a response from Verizon and waiting on the USP service is not the way to response when you could have place there so call response in the email you sent me.

Let's review what this all about, Verizon email block me from sending an email that Verizon has determined as spam. But in the same view Verizon does not block spam from my account. So they don't block spam from my account but will block me from sending an email that high and mighty Verizon thinks is spam.

So I'm not excepting there reply because I think that you are in bed with Verizon. If you don't like my feedback then I will forward my response to The Hotline@fcc.gov The Inspector General fully informed of all programmatic and operational deficiencies at the FCC.

----- Original Message -----

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**Ticket: # 1231436 - Presidential Debate Hofstra University Wifi Blocking**

**Date:** 10/3/2016 12:04:36 PM

**City/State/Zip:** New York, Ny, New York 10128

**Company Complaining About:** Debate Commision

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**Description**

Prior to the first Presidential Debate @ Hofstra University no company or person was allowed to set up in independent hotspot near the Media Center. If they did and did not shut it down when instructed the were escorted off of the premises. A single company LiveU (liveu.tv) that competes with the satellite industry as a provider of video transport was allowed to have a Hotspot @ 5 Ghz with 20 Mhz of bandwidth. When the person with the CISCO label on his shirt instructed me to shut my hotspot off, "or it will be removed" was asked about this he replied that they had an open slot and LiveU was the first to ask to use it.

My complaint is that I was simply interfered from operating a hotspot on public spectrum at a commercial venue and that no equal protecting was provided for my company and others wishing to do the same.

Any attention that this matter can be given would be appreciated.

Kind regards,

---

**Ticket: # 1231546 - \$1000 Giftcard Promised from Walmart via WOW Internet Provider**

**Date:** 10/3/2016 12:46:25 PM

**City/State/Zip:** Calumet City, Illinois 60409

**Company Complaining About:** T Mobile

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## **Description**

WOW Internet Provider in which I subscribe to notified me when I went to web site howstuffworks.com that WOW Monday Sweeps at (National Consumer National Consumer Center - webpromotionsusa.com Congratulations you have won and a \$1000 Walmart gift card has been reserved for you. I called WOW and they said they didn't know anything about it spoke with a rep named David #N1634 and he told me to call 1877-382-4357 Walmart. I called and it was the FTC. I spoke with a rep named Sarah and she filed the complaint and gave me a Reference # 77043941. She also said that I could also submit my complaint to FCC since it was already in progress during our phone conversation. (WalmartFamily Mobile powered by t-Mobile)

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**Ticket: # 1231610 - Never works**

**Date:** 10/3/2016 1:09:57 PM

**City/State/Zip:** Jena, Louisiana 71342

**Company Complaining About:** Centurylink

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**Description**

What am I paying for? Internet never works. Goes off and on.

---

**Ticket: # 1231747 - High Frequency**

**Date:** 10/3/2016 1:53:40 PM

**City/State/Zip:** Heber City, Utah 84032

**Company Complaining About:** Comcast

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## **Description**

We have moved into a community with homes all around us. The first night we moved in, the neighbors behind us have 3 dogs, who barked all night until around 11:30 PM. The next night and ever since the dogs have not barked at night. However since the second night until now, our little house dog, has been agitated, and can not sleep in the house unless we close all the windows. We also have been having a very difficult time sleeping and wake up with headaches. We have thru a process of elimination discovered that the only thing that brings some relief for our dog and us is if we keep the windows closed. Obviously there is a noise or frequency that she can hear that we can not. We can not live like this, we all need to sleep. We also are in fear of what this is doing to our overall health. We have contacted the local police and animal control and they say there is nothing they can do, because they do not have a device for measuring, nor do we know who exactly is causing this! Please help, we are beyond fatigue and places to turn for help!

---

**Ticket: # 1232512 - out**

**Date:** 10/3/2016 6:34:23 PM

**City/State/Zip:** Trout, Louisiana 71371

**Company Complaining About:** Centurylink

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### **Description**

I have internet with century link and most of the time its out , Sometimes days at a time but they still make me pay for it.Its not just me its everyone in LaSalle parish.I'm sick and tired of it!But don't know what to do .

---

**Ticket: # 1233523 - Re: Unauthorized Access with VoiceMail**

**Date:** 10/4/2016 11:54:33 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** AT&T

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## **Description**

This is a follow-up to your previous request #1229482 "Unauthorized Access with VoiceMail"

I FILED PRESSING CHARGE AGAINST FEDERAL COMMUNICATION COMMISSION REPORTED TO US SENATORS, THANK YOU THAT I AM NOT HAPPY WITH YOUR FEDERAL COMMUNICATION COMMISSION.

---

**Ticket: # 1233531 - Re: Re: Request received: End of Transmission Requests on Park Tower Apt & US HUD Requirement:**

**Date:** 10/4/2016 11:57:57 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1211524 "Re: Request received: End of Transmission Requests on Park Tower Apt & US HUD Requirement:"

I FILE PRESSING CHARGE AGAINST FEDERAL COMMUNICATION COMMISSION MAY REQUIRED TO BE NOTIFIED TO ALL US SENATORS, THANK YOU FOR NOT APPRECIATED! CHARGE SERIOUS REQUESTS REPORTED TO US SENATORS FOR REQUIRING REMOVE ME FROM PUBLIC HOUSING REQUESTS ;

STOP PARK TOWER APARTMENT MONITORS ON OUR ALL COMMUNICATIONS THANK YOU MUCH FOR NOT APPRECIATE, HARD PERIODS! SIGNED BY (b) (6) .



---

**Ticket: # 1233538 - Re: Re: End of Behalf Action Requirement:**

**Date:** 10/4/2016 12:02:22 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1226191 "Re: End of Behalf Action Requirement: " I AM MAD AT FEDERAL COMMUNICATION COMMISSION FOR NOT TAKING COOPERATION WITH MR. DAVID JOHNSON MUST BE FORWARD REPORT TO US SENATORS IN WASHINGTON, DC REQUESTS TO MUST BE NOTIFIED TO APPOINT ME TO WHITE MALE ATTORNEY IN FORMAL PRESSING CHARGE REQUIREMENT TO BE STRICT ENFORCED ME REPORT TO ATTORNEY REQUESTS: THANK YOU FOR NOT APPRECIATE WITH FEDERAL COMMUNICATION COMMISSION, HARD PERIODS. THANK YOU FOR SERIOUS HELPING WITH PUTTING ME IN WHITE MALE ATTORNEY OFFICE REQUEST FOR REQUIRED TO BE REPORTED TO US SENATORS IN FURIOUS REQUESTS FOR YOUR RESPONSIBLE TO REPORT TO US SENATORS AND APPOINT ME TO WHITE MALE ATTORNEY IMMEDIATE ACTION CHARGE REQUESTS:

---

**Ticket: # 1233572 - Re: FCC Chairman required forward Letter to U.S. Senators in Washington, DC:**

**Date:** 10/4/2016 12:12:31 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1181881 "FCC Chairman required forward Letter to U.S. Senators in Washington, DC: "

STOP STOP STOP STOP STOP PARK TOWER APARTMENTS PICK UP MY COMMENTS ABOUT  
FEDERAL COMMUNICATION COMMISSION REQUEST MUST FORWARD TO APPOINT MR  
(b) (6) FORWARDED SEE TO WHITE MALE ATTORNEY FOR ALL FILE PRESSING  
CHARGES APPOINT ME TO WHITE MALE ATTORNEY REQUEST TO BE REPORTED TO US  
SENATORS REQUESTS:

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**Ticket: # 1233843 - 2525 oak forest antioch, tn 37013**

**Date:** 10/4/2016 1:42:39 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

My neighbors do beta testing from their home. The software they are testing is affecting my wifi signal from cable or phone. I could never only have wifi in my home due to the neighbors interference.

---

**Ticket: # 1234551 - Comcast xfinity interfering with my WiFi connection**

**Date:** 10/4/2016 5:25:44 PM

**City/State/Zip:** Phila, Pennsylvania 19126

**Company Complaining About:** Comcast

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## **Description**

I use Fios for my WiFi connection in my home. I select Fios for my connection. I live in Philadelphia. Recently Comcast xfinity has been gaining access to my WiFi settings some how and changing my selection for a connection from Fios to Comcast xfinity. When Comcast xfinity does that, I lose my connection. I am having to go into my Wifi repeatedly and to re-select my Fios to get my connection back. Today after Comcast xfinity changed my Wifi setting, I got a small screen from Comcast xfinity over the email that was on my screen, urging me to "join" Comcast xfinity.

---

**Ticket: # 1234796 - T-Mobile's Bait and Switch Practices****Date:** 10/4/2016 6:54:27 PM**City/State/Zip:** Philadelphia, Pennsylvania 19141**Company Complaining About:** T Mobile

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**Description**

My complaint is due to Bait and Switch practices by T-Mobile.

Two months ago, my streaming was slow on all my devices. A T-Mobile representative said that to receive better streaming on my devices, I had to upgrade my package for an additional \$15.00 on my bill. I upgraded my package. Last week, my streaming was slow again. A T-Mobile representative told me that I had used up all my data for this upgraded plan and that I had to upgrade to another plan for an additional \$15.00 on my bill. The T-Mobile representative said that this plan would provide unlimited internet including full streaming on my phone, laptop, and TV. I continued to have interruptions on all of these devices. I made a total of (10) calls to T-Mobile last week. Some representatives said they were having problems with the towers in my area, but it would be resolved in 1-2 hours. On my third and fourth calls, a representative told me that I should upgrade to another package. Why would I need to upgrade when I have an unlimited package? Additional calls to representatives instructed me to restart my phone, backup my phone, and unplug my streaming device on my TV. I did all of this to no avail. Today, I again called T-Mobile and once again a representative told me that I needed to upgrade to the \$25.00 plan for better streaming. I also received a message from T-Mobile which indicated that they had a plan which would cost me \$25.00 more on my bill which would improve my streaming capabilities. I practiced law for over (20) years. I am well aware of Bait and Switch practices and their goal of making consumers pay more for products and services. T-Mobile's practices are a perfect example of this. I am sure that other consumers have been effected by T-Mobile's sales practices. Kindly address my complaint in this matter and give other consumers and myself some relief from T-Mobile's herein-referenced Bait and Switch scheme.

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**Ticket: # 1234994 - Ads when I go online**

**Date:** 10/4/2016 8:59:58 PM

**City/State/Zip:** Fontana, California 92336

**Company Complaining About:** T Mobile

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### **Description**

A company is causing an ad to come up on random pages I visit on the internet (online). The add says "Pass the CPACE" the website is [www.teacherstestprep.com](http://www.teacherstestprep.com). Thanks

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[Ticket: # 1247954 - Comcast Xfinity data cap](#)

**Date:** 10/8/2016 11:35:29 AM

**City/State/Zip:** Sacramento, California 95822

**Company Complaining About:** Comcast

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## **Description**

Comcast has just informed me that they are imposing a 1 TB data cap on my account. This is in violation of the terms of my 1-year contract, and extremely frustrating.

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**Ticket: # 1238651 - Reliability**

**Date:** 10/6/2016 7:28:46 PM

**City/State/Zip:** Frierson, Louisiana 71027

**Company Complaining About:** Comcast

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### **Description**

For atleast past 3 months, intermittent and/or no service at all. Have a business account with a contractual agreement that my service be restored within 4 hours of failure. Comcast has yet to fix the issues and are not showing any signs of progress.



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**Ticket: # 1235314 - Computer threat****Date:** 10/5/2016 10:02:56 AM**City/State/Zip:** Dunmore,, Pennsylvania 18512**Company Complaining About:** Comcast

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**Description**

While reading a presidential campaign article, loud music and a claim came on the screen and stated that my computer was violated and on the verge of losing everything if I did not respond immediately. It claimed to be coming from Microsoft and looked very official and instructed to call an 888 number immediately to be walked through a "fixing" process. I do not have record of that number but, unfortunately, I called and after a few minutes, I realized I had made a BIG mistake. This foreign speaking person really scrambled up my computer and said he was fixing things and tried to sell me various repair packages. I flatly refused to give him a credit card and hung up on him. He continued to call me back from these phone numbers (b) (6) and (b) (6). He continued to claim that if I acted quickly he could fix everything and would not need my credit card. He told me to leave my computer on and he would call me back after the procedure was complete. In the meantime, I tried to get in touch with the young man who services my computer, in fact, I was on the other line with the scammer, when he returned my call. As I was speaking to him, the scammer kept redialing and I finally told him never to call back and that I reported him to the FCC. MY computer technician told me to do that and the calls did stop. He also made me stop the Internet immediately and asked if I could retrieve photos and documents and I could. Eventually he had me disconnect the tower and he is going to pick it up today and clean everything up.

I am still afraid that some of my personal information may have been compromised so I used my iPad to change as many passwords as I could. The scammer had told me I would not have to give my credit card number but I could go to

Walmart and buy an iTunes gift card and call in the number. ThankGod my technician reached me before this mess got any worse. These people are scum and should be arrested.

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**Ticket: # 1235360 - unstable internet**

**Date:** 10/5/2016 10:25:32 AM

**City/State/Zip:** Cedar Rapids, Iowa 52402

**Company Complaining About:** Mediacom

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### **Description**

Since 9/17/2016 our internet has not been reliable. We have had techs out and they replace the modem but it is a bigger issue than that.

We have frequent packet loss

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**Ticket: # 1247499 - Internet is a utility**

**Date:** 10/8/2016 4:00:25 AM

**City/State/Zip:** San Jose, California 95120

**Company Complaining About:** Comcast

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## **Description**

Data caps, especially when put in place by a company which aggressively promotes its legacy "cable" television, is nothing short of a long-term anti-competitive strategy to smother innovation and stifle adoption of 4K streaming content while offsetting revenue from declining cable television subscriptions through overage fees. Contrary to claims of infrastructure reinvestment and "fairness," this move is a blatant cash grab designed to extract more money from people who are already often not getting what they pay for (in terms of speeds). Companies like Youtube, Hulu, and Netflix already pay Comcast for the additional traffic they use, and now Comcast is turning around and abusing its market position to double dip and pinch the consumer on the other end as well.

The current plan is for 1TB, which by today's standards may seem like a significant amount of data. However, with the eventual adoption of 4K streaming and the increasing visual fidelity of other digital forms of entertainment (video games & VR) it will not be long before this "generous" data cap begins to feel like a noose around our neck - and suddenly it conveniently becomes more economically viable to purchase a bundled cable subscription than attempt to stream services from providers like Netflix.

If Comcast wants to operate as a local/regional monopoly it needs to be tightly regulated like the public utility it is.

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**Ticket: # 1235737 - Daily outages with Mediacom service**

**Date:** 10/5/2016 12:52:49 PM

**City/State/Zip:** Ottumwa, Iowa 52501

**Company Complaining About:** Mediacom

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## **Description**

Every day for the past month (maybe even longer than that) we have experienced internet outages with Mediacom. You call their 1800 number and they are "experiencing high call volumes and investigating a possible outage in your area".

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**Ticket: # 1248534 - Un reliable service**

**Date:** 10/8/2016 4:46:24 PM

**City/State/Zip:** Stone Mountain, Georgia 30088

**Company Complaining About:** Comcast

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## **Description**

I have been having problems with the internet not being able to connect about 2-3 time/day, and supper slow speeds (not even able to navigate through emails) on a daily basis, which has been going on since I signed up but on a daily several times a day in the last 2-3 months. Sometimes resetting the modem works and sometimes I have to wait about 30min to an hour before it corrects itself. I have called in numerous times, and most times I just don't have the time to be on hold for 30-45 minutes. But when I do call they tell me there is an outage in my area and they are fixing transformers that have malfunctioned or some type of hardware that is not working on their end, not on my end. Today is the second time they have scheduled a tech to come out and has not showed up, was supposed to come to my house between 10am-12 on 10/8/16, can't remember the second date and time but about a month ago for the same issue. Now when I do have the time to call and I tell them that this happens everyday 2-3 times a day they tell me they can only give me one day credit usually about \$5 because I should have called every time it went out and that is it. Now yesterday I called in to complain because the internet was out for more than an hour, and that I want to be compensated for the months of unreliable service and outages, so after being transferred 4 times to different agents, with about 15-20 minute wait time in between, and talking to Thelma, Shane, and Janay in that order, I finally get a hold of tech support and after they see all the notes check my cm/mac number on modem, and I tell them the problems, I have been on the phone for 1hr 45minutes by this time, they tell me there is another outage in my area and they don't know when it will be fixed and they try to give me the one day credit as usual but I tell them I need credit for the months I have been experiencing this same problem and he tells me he is not authorized to give more then that, and transfers me to billing when I get to billing she tells me she only takes payments she can't give credits and that she can't transfer me to the right department she can only give me the number for me to call, on the phone for 2hrs and 20min by this time( (b) (6) ). So I have to hang up and call the number and press the same sequence on the automated I have always done to get to billing and finally get someone that is authorized to give me credits and she says she can give me \$25 and I tell her that is not even one months worth of internet and that I need to be compensated for the 2-3 months I have been experiencing this problem I didn't even mention the no show tech a month ago and didn't think it would happen again today no show tech again. So she tells me that she needs to check something and asks to put me on hold, on the phone for 1hr this time and I am not exaggerating it is all logged and recorded supposedly, I say okay no problem and after 10-15 minutes on hold I am on the other line frustrated out my mind, saying hello, hello and please don't hang up on me please don't hang up on me still on hold supposedly, and yup she hung up on me. So now after multiple hours on the phone I have nothing, and guess what, my internet goes out again for another 30 minutes 4th time today. So now I am furious and I call again press the number for billing again this time on hold for 45 minutes before I get to an agent and she tells me she only handles payments let me transfer you to billing and I just hung up. Their whole business plan is to exhaust the customer into giving up and not calling again because this will happen to you. I wanted to call back today but I just don't have the time on top of work and kids, who wants to be on the phone for 3 hours getting lied to, hung up on and having your day ruined on a Saturday.

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**Ticket: # 1236655 - Suspect some local person of capturing my network sessions and manipulation via fake cell tower spoofing or similar**

**Date:** 10/5/2016 6:39:27 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** T Mobile

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## **Description**

Camera opens up randomly when no one is near. Address on the map is usually incorrect and showing an address a mile away. Certain addresses are repeated more often. Browser opens up multiple sessions unnecessarily. Texts do not always get delivered or received even if other texts of the same length and format (with / without photo/vid attachment) get delivered/received to/from same phone numbers in the same (up to the second) time interval. Sometimes the same pic with a different text of the same length gets delivered but the original one is never sent/recd. Screens on phone appear to be faked see mild kerning issues when this happens and buttons that normally function do not function. On the web I have tried all obvious things like delete cookies, refresh cache turn on/off javascript etc. Contacted FBI who thinks my identity is being stolen and sold on dark web and may be subject to targeted harassment by one or more. Also have other non internet in person issues regarding this logged with FBI and local PD. Issues persisted across carriers (was ATT before) , phone devices, numbers and SIM cards all being replaced many times.

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**Ticket: # 1263748 - Data Caps****Date:** 10/13/2016 9:34:31 PM**City/State/Zip:** Renton, Washington 98058**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

Comcast is expanding their plans to include data caps in my area. This is an unacceptable practice that cannot be allowed on such a critical utility as Internet service. Comcast has argued time and again that such data caps will help with network congestion but that is simply not true since their networks will still be unable to service everyone on their network at the same time for any length of time.

Comcast enjoys comparing themselves to water and power which charge for amount used but those companies source what they are delivering. Whereas Comcast is little more than a transport mechanism that can or should be able to handle the speeds they advertise. Furthermore water and power do not charge for both a constant rate of use as well as an amount used like Internet service brackets are split up into.

Finally the fact that I pay for a 30Mb/s speed but could not use it consistently for more than 3 days in a month without hitting the 1TB limit is inexcusable. This is purely a way to increase profits when the company does not intend to invest in its own infrastructure to better handle higher data rates moving forward. It stifles innovation and attempts to control free market choices in services.

Comcast will argue that most users do not or will not hit such a large cap but I can assure you that I have well over 1TB of information on my home network alone and so if I were to pay for an offsite backup I would risk passing their limit at any time. Furthermore as a programmer and engineer it stifles my ability to utilize the power that the internet provides as I seek to develop new software platforms in the future. I can also say that as companies such as Microsoft and Adobe or other software providers continue to strive for better and more secure products they will continue to provide updates which I as an end user have very little control over the size and frequency of further increasing data usage.

I am greatly concerned by this new practice and hope the FCC will take steps to limit such behaviors in this critical utility company. The area I live in offers no alternative provider that even comes close to the 30Mb/s I can get thru Comcast which means that I have no choice but to use them as my provider. I continue to monitor the market hoping for a competitor but have yet to see one in my area. Therefore I write to you at the FCC hoping your office can take steps to regulate this utility as you have in the past.

Thank you for your time.

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**Ticket: # 1236684 - Break up Comcast****Date:** 10/5/2016 6:57:49 PM**City/State/Zip:** Arlington, Tennessee 38002**Company Complaining About:** Comcast

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**Description**

Again, I am filing because nothing has changed. Nothing will ever change until Comcast is shut down.

Internet service is completely useless. It intermittently shuts off randomly, at any hour of the day. And because the FCC has failed to uphold it's job and sue Comcast for fraud and anti-trust violations, there is no way to fix the problem. If there's a problem on the line, I have to fix it, which has included climbing the telephone pole.

Their data caps, like all data caps, are purely fraudulent, and what is more, they have been proven to be adding as much as 50% more data to an account's meter in order to charge overages.

<https://www.techdirt.com/articles/20151218/05401433119/comcast-cap-blunder-highlights-how-nobody-is-ensuring-broadband-meters-are-accurate.shtml>

<https://gigaom.com/2013/02/07/more-bad-news-about-broadband-caps-many-meters-are-inaccurate/>

<http://www.extremetech.com/internet/219638-customer-fcc-complaints-signal-huge-problems-with-comcasts-data-cap-meter>

<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

Comcast did this deliberately, in order to defraud customers.

This is in addition to refusing to provide the actual service paid for. Since Comcast took over for the Time Warner Road Runner network in this area, speeds have consistently been far less than advertised. They have also been proven to manipulate speed test websites in order to protect their image. In other words, fraud.

<http://www.myce.com/review/internet-providers-caught-inflating-speed-test-results-78458/>

<http://www.myce.com/news/ookla-contacts-myce-regarding-inflated-isp-speed-test-results-article-78473/>



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**Ticket: # 1236706 - exede internet service**

**Date:** 10/5/2016 7:08:43 PM

**City/State/Zip:** Newcomerstown, Ohio 43832

**Company Complaining About:** Exede/wildblue

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### **Description**

very bad service not high speed as they advertise throttling down even when you buy more gigs no ips or dns to be found or to busy we pay 80.00 a month for service we can barely use have contacted them many times same old stuff unplug reboot nothing has been fixed this has been going on since Feb 2016

---

**Ticket: # 1237100 - INTERNET OUTAGE ON MONTHLY BASIS**

**Date:** 10/6/2016 2:52:00 AM

**City/State/Zip:** Grand Prairie, Texas 75052

**Company Complaining About:** AT&T

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## **Description**

To Whom It May Concern:

I am a small business owner running a gas station and convenience store at the following address:

(b) (6), Grand Prairie, TX 75052. My provider has been AT&T for several years but due to gas station equipment upgrade earlier this year, I require internet speed excess of 15 Mbs. Unfortunately, the highest speed available to my location is 6 Mbs, out of which I hardly receive 3 Mbs at times.

The other issue on hand is that the service tends to have several hours of down time at least once a month and by the time the scheduled technician arrives at the location between 2-3 days, the service seems to work fine. The down time during business hours causes thousands of dollars worth of transactions loss.

Upon asking various AT&T representatives and technicians, I was informed that my location is over 5000 ft away from the terminal which is why I can't have a DSL speed increase. This is very stressful as Time Warner is providing over 300 Mbs of speed in the surrounding area while I am stuck with 6 Mbs and that too with continuous interruption.

Please review and help me find a better solution. I am not sure if this requires AT&T to install another terminal in the nearby location in order to boost the internet speed at my gas station but this is causing plenty of business loss every month.

Thank You...

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**Ticket: # 1237235 - Devious practice**

**Date:** 10/6/2016 9:17:57 AM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** Spectrum

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### **Description**

I was a Time Warner customer residing in 90035 zip code paying \$40.00 a month for 30 MPS speed for about two years without any major problem. In mid September 2016 I noticed a distinctively decrease in speed of service followed by emails and phone call from Spectrum who took over Time Warner Cable to entice me to get their plan for double my monthly premium. I was wondering is this course of action is legal? And if others former Time Warner customer had a similar experience?

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**Ticket: # 1237310 - Internet Service**

**Date:** 10/6/2016 10:16:23 AM

**City/State/Zip:** Longboat Key, Florida 34228

**Company Complaining About:** Comcast

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**Description**

Have been dealing with Comcast for the past month. My issue began since August 17th and as of today, October 6th the issue has not been resolved.

The problem I have been having is that the sent file folder is not retaining the information on all sent emails. No recipient, no subject . We are a condominium association and we receive many emails from the residents which we respond too and must keep track off.

I have called Comcast numerous times. I was given a reference number and was told by a certain representative that he would get back to me at the beginning of the week two weeks ago and I'm still waiting. At that time he supposedly open a ticket for someone from management to get back to me and I'm still waiting.

As my last hope of receiving any type of response I contacted our representative, I'm still waiting on his response.

Every time I call Comcast I'm told I can't speak to anyone from management for they are not on the floor. When I'm transferred, I'm transferred again and I then I'm disconnected. I find myself telling my story approx 4 times in one phone call.

What is it going to take for Comcast to solve my going on 3 months problem?

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**Ticket: # 1237343 - Intermittent Connection**

**Date:** 10/6/2016 10:37:09 AM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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**Description**

I should just have to say I have comcast and that would probably be a fine description of the problem.

Basically, connections go down multiple times a day. I have to have chats with them multiple times each month to get it fixed. Yet they charge me \$300+ per month for a service they can't provide. I am also losing money because I can't be online when I need too.

I also noticed that they throttle my speeds on specific websites like youtube. I have also noticed that when you run speed tests, usually it fixes the connection - they see you run a test and they are like "Oh shit, give them their speed that they are paying for." I am actually trying to record a video on this to show that they are throttling specific websites, and to show they are boosting speeds when you try to test them. I am pretty sure that is illegal but at very least a fucking shady practice.

This is the kinds of speed we get: <http://www.speedtest.net/result/5685093140.png>

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[Ticket: # 1237464 - Internet barely works](#)

**Date:** 10/6/2016 11:39:29 AM

**City/State/Zip:** White Lake, Michigan 48383

**Company Complaining About:** Comcast

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### **Description**

My Comcast internet goes out at least 3 times a day. My daughter is homeschooled and we need reliable high speed internet and with the Comcast internet going out everyday, it's hard to do school.

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**Ticket: # 1253850 - Wi-Fi interference**

**Date:** 10/11/2016 5:23:38 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15210-4418

**Company Complaining About:** Comcast

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**Description**

WiFi tends to fade out for about 10 minutes multiple reset on wireless router

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**Ticket: # 1237549 - Spyware Sabotages my Solicitation by Slowing down my computer and requiring time consuming reports to Government entities**

**Date:** 10/6/2016 12:13:33 PM

**City/State/Zip:** Lafayette Hill, Pennsylvania 19444

**Company Complaining About:** Verizon

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## **Description**

Threat Vectors - Email - Description      The cursor moved up when I moved the mouse down on your webpage as well. I copied from the sent folder and tried to paste in a new email but the email address from the PDF pasted.

Threat Vectors - Email - URL(s) involved

<https://outlook.live.com/owa/?id=64855&owa=1&owasuffix=owa%2f&path=/mail/sentitems>,  
<https://www.us-cert.gov/forms/report>, <https://outlook.live.com/owa/projection.aspx>

I use Microsoft Ten OS Hotmail account Adobe Acrobat PDF SEAMS member list Invention Investment Proposal. I do not know who is causing these problems I use Webroot Secure Anywhere and they do not notify me.



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[Ticket: # 1238469 - Comcast Internet data cap](#)

**Date:** 10/6/2016 6:18:21 PM

**City/State/Zip:** Bothell, Washington 98011

**Company Complaining About:** Comcast

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### **Description**

I just saw that Comcast plans to put a data cap of 1 Terabyte on my XFINITY internet service and then force me to pay more if I go over.

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**Ticket: # 1238005 - Comcast**

**Date:** 10/6/2016 3:13:20 PM

**City/State/Zip:** Highland, Michigan 48357

**Company Complaining About:** Comcast

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## **Description**

Our internet is intermittent at it's best. My daughter can be in the middle of homework, it goes out and she has to restart all over.

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**Ticket: # 1238082 - internet constantly dropping signal or not working at all**

**Date:** 10/6/2016 3:38:08 PM

**City/State/Zip:** Romney, West Virginia 26757

**Company Complaining About:** Frontier Communications

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### **Description**

can not take online classes from my home because the signal is so weak that my homework assignments won't go through. can not be on the computer and watch Netflix at same time because the signal can only handle one device and that one pauses constantly to load

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**Ticket: # 1238143 - radio frequency torture**

**Date:** 10/6/2016 4:02:46 PM

**City/State/Zip:** Sharpsburg, Georgia 30277

**Company Complaining About:** AT&T

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## **Description**

Neighbor with a grudge has the ability to turn up radio frequencies to burn and torture without any knowledge from anyone. My life is in grave danger and I need help. Complex situation to discuss with just anyone and can not get anyone to investigate this because they think it's me when it's not.

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**Ticket: # 1238459 - Data Cap Instituted by Comcast**

**Date:** 10/6/2016 6:11:06 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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## **Description**

Comcast has just notified me that I will now be subject to a 1TB data limit. While I do not currently use that much data, these kind of data limits are anti-consumer, and as internet speeds increase, are not likely to keep up with usage in the long term.

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**Ticket: # 1238779 - Monthly data limit from Comcast**

**Date:** 10/6/2016 8:00:20 PM

**City/State/Zip:** Denver, Colorado 80237

**Company Complaining About:** Comcast

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## **Description**

I received an email notification from Comcast that starting next month (November 1, 2016), they would be limit my access to internet to 1TB a month. Anything over this limit would be subject to additional charges. It is 2016 and Comcast's infrastructure can more than handle this amount of data each month. I feel this is completely unfair to me as a consumer, considering that more and more content is now available in HD and Ultra HD (4K). I download nearly all of the video games I buy and stream movies and TV shows. I am greatly concerned I will go over this 1TB limit quickly.

---

**Ticket: # 1238813 - Comcast is implementing a data cap in my area**

**Date:** 10/6/2016 8:06:56 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

I moved in to my apartment and got a 2 year agreement for a supplied service. After 4 months they are implementing a data cap after the fact. I would not of signed up for this service if this was the case. I am a network engineer in the IT field, data caps are ridiculous and this is a public utility and no limits should be implemented.

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**Ticket: # 1238991 - Popups in browser**

**Date:** 10/6/2016 8:50:01 PM

**City/State/Zip:** Bedford, Massachusetts 01730

**Company Complaining About:** Comcast

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## **Description**

Comcast has been using Java to SQL inject my browser; also I believe my connection has been being watched by outside parties; mostly because of Comcast's shitty practices. Please just shut them down; or break them up; what they are doing is literally robbing the American people. For a regulatory agency you guys/ladies don't actually fight for consumers; and when you do it's not enough.



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**Ticket: # 1248458 - Comcast Data Caps**

**Date:** 10/8/2016 3:53:26 PM

**City/State/Zip:** Portland, Oregon 97236

**Company Complaining About:** Comcast

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## **Description**

Implementing 1 Tb data caps for internet is ludicrous .

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**Ticket: # 1239100 - Comcast data caps**

**Date:** 10/6/2016 9:19:30 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

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[Ticket: # 1239274 - Signal jammers or interference.](#)

**Date:** 10/6/2016 10:03:50 PM

**City/State/Zip:** Shawnee, Oklahoma 74801

**Company Complaining About:** Verizon Wireless

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## **Description**

Travel Centers of America, (T/A). I believe this company is limiting phone connection speeds to promote their paid wireless internet service at most of their locations. As a truck driver, I have noticed many times my connection with Verizon is limited or not working at all, even though my device shows a strong signal. When I leave the lot, the connection usually improves almost instantly.

Line of site is usually not a factor in these areas.

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**Ticket: # 1239587 - Comcast Data Caps****Date:** 10/6/2016 11:30:05 PM**City/State/Zip:** Indianapolis, Indiana 46240**Company Complaining About:** Comcast

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**Description**

Comcast is rolling out a 1 TB data cap on its internet plans in the area. They claim this only affects 1% of their clients, but it seems like a clear move to try and punish/get more money from cable cutters who live in areas where there is no other internet options. This directly affects me, and while I rarely go over the data limit, it feels like this is a trick to make data caps the "norm" so they can enforce lower caps. They describe the measure as "a principle of fairness. those who use more internet data pay more. and those who use less... pay less." The major problem with this is that there is no cost cut for people who will now be under the data cap, but a \$50 cost bump for anyone who wants their maintained open internet.

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[Ticket: # 1239631 - Comcast data caps](#)

**Date:** 10/6/2016 11:45:59 PM

**City/State/Zip:** Auburn Hills, Michigan 48326

**Company Complaining About:** Comcast

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## **Description**

Placing a cap on the number of 1's and 0's I can receive is unacceptable.

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[Ticket: # 1239773 - comcast data caps](#)

**Date:** 10/7/2016 12:46:07 AM

**City/State/Zip:** Oakland, California 94612

**Company Complaining About:** Comcast

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## **Description**

Comcast's implementation of data caps on cable is a misuse and abuse of their status as a common carrier of a utility.

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**Ticket: # 1239861 - comcast Internet cap**

**Date:** 10/7/2016 1:16:56 AM

**City/State/Zip:** Maple Grove, Minnesota 55311

**Company Complaining About:** Comcast

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## **Description**

I signed a one year agreement with Comcast. Today I received an email that comcast is limiting my usage to 1TB. There reasoning is fair usageshare, pay less if you use less. No where in the email did it explain how I was going to pay less. Instead I read how I'm going to pay more if I go over. I signed a one year agreement in August. If I leave I have to pay termination fee. if they are going to change the structure of the agreement they operating loss deduction pay us a fee. this is just criminal

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**Ticket: # 1239933 - Comcast new data limit**

**Date:** 10/7/2016 1:55:49 AM

**City/State/Zip:** Wyoming, Michigan 49519

**Company Complaining About:** Comcast

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### **Description**

Comcast has introduced a data limit on my entire city of 1TB per month. I already pay SO much more than I should for high speed internet, this is an OBVIOUS ploy to keep people from cutting the cable tv cord! This is a company that would rather nickel and dime their customers to bankruptcy than invest money in their infrastructure! Please do something about this!



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**Ticket: # 1246143 - Suddenlink has been jamming my TV signals at my home**

**Date:** 10/7/2016 10:01:44 PM

**City/State/Zip:** Sulphur, Louisiana 70663

**Company Complaining About:** AT&T

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## **Description**

I live on (b) (6) Sulphur, LA. I use antennae for my TV. Suddenlink trucks show up working on their cables on the pole outside my house and immediately I can't get any air signals to my TV.

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**Ticket: # 1256745 - Data caps**

**Date:** 10/12/2016 1:08:53 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

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

Discourages cord cutting and stifles competition:

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

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

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

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

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

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC.

We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Much like the behavior of the last Net Neutrality fight calling the FCC directly has a huge impact.

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[Ticket: # 1240111 - Verizon wireless data caps](#)

**Date:** 10/7/2016 5:23:57 AM

**City/State/Zip:** Holidaysburg, Pennsylvania 16648

**Company Complaining About:** Verizon Wireless

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### **Description**

My bill is already a staggering \$319 a month and i only get aground 20GB of data that is split between my family of 5. I'm not paying for more data. My bill is high enough. Data caps should be unconstitutional. They prohibit growth and prohibit the ability to access the Web of information.

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**Ticket: # 1240255 - Comcast Data Caps**

**Date:** 10/7/2016 7:55:20 AM

**City/State/Zip:** Clovis, California 93619

**Company Complaining About:** Comcast

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**Description**

I'm really frustrated that Comcast is rolling out data caps nationwide on a non-finite resource (the internet). I don't think this is something they should legally be allowed to do. I work from home and use the internet (and pay very high prices for it already). This affects my livelihood.

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**Ticket: # 1240550 - Comcast Xfinity Data Cap**

**Date:** 10/7/2016 9:19:46 AM

**City/State/Zip:** Reading, Pennsylvania 19605

**Company Complaining About:** Comcast

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**Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

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[Ticket: # 1240698 - xfinity data caps](#)

**Date:** 10/7/2016 9:46:13 AM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity decided to roll out data caps because they're a monopoly that has no oversight.

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**Ticket: # 1240706 - Comcast 1TB data cap**

**Date:** 10/7/2016 9:47:44 AM

**City/State/Zip:** Houston, Texas 77098

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a 1TB data cap on our home internet starting November 1st. This is unacceptable. We have laptops, cell phones, televisions, video game systems, etc. that are all connected and easily surpass a terabyte of use within a month. For some reason, Comcast thinks the internet is "limited" and must therefore regulate it. When, in reality, they know that they want to just nickel and dime people.

They say "most people don't go over a terabyte". Well then, why have a data cap? To \*make sure\* no one ever goes over it, and punish people who do, like me, who use the internet more than the "average user"? This, again, is unacceptable.



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**Ticket: # 1240725 - Data caps**

**Date:** 10/7/2016 9:52:27 AM

**City/State/Zip:** Wilmington, Delaware 19807

**Company Complaining About:** Comcast

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## **Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

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**Ticket: # 1240870 - Comcast Data Caps**

**Date:** 10/7/2016 10:15:10 AM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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**Description**

1. The recently applied data caps for Internet Usage discriminate against high data users as well as companies who rely on their products being streamed for revenue.
2. There was no mention of the data cap limit when I signed up for my internet service.

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**Ticket: # 1240970 - Comcast data capping**

**Date:** 10/7/2016 10:34:27 AM

**City/State/Zip:** Seattle, Washington 98185

**Company Complaining About:** Comcast

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### **Description**

I believe the data capping planned by Comcast to be an impediment of my free speech and wish to challenge its legality.

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**Ticket: # 1241027 - Comcast Data Caps**

**Date:** 10/7/2016 10:48:18 AM

**City/State/Zip:** Houston, Texas 77012

**Company Complaining About:** Comcast

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**Description**

Comcast data caps are an ugly and negative way to make consumers pay more for something that is not necessary. This whole time there have not been data caps and now out of nowhere they want to charge more for something they have already been providing. It is a step backwards for consumers but a step forwards on their monopoly of the ISP industry.

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**Ticket: # 1241343 - Home internet data limits**

**Date:** 10/7/2016 11:36:51 AM

**City/State/Zip:** Minneapolis, Minnesota 55415

**Company Complaining About:** Comcast

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## **Description**

I am a web developer. Comcast's introduction of home internet data tier system is discriminatory to my business, as my activity on the internet is significantly higher than most.

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**Ticket: # 1241448 - Data Caps Unacceptable**

**Date:** 10/7/2016 11:49:11 AM

**City/State/Zip:** Rosenberg, Texas 77471

**Company Complaining About:** Comcast

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### **Description**

Comcast is about to roll out nationwide data caps. Anyone that understands how Internet service works understands that this is an illegal money grab. It does not cost them any more in services or goods for unlimited use for each user. They are doing this to combat cable cutters.

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**Ticket: # 1241523 - COMCAST data cap**

**Date:** 10/7/2016 12:00:18 PM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast

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## **Description**

Comcast just imposed a data cap on my account of 1 TB. As this article explains <http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion> data caps are not about congestion anymore so the notion of "using more internet" is like using more sunlight. Comcast is the only company that can deliver high speed internet to my home and there's no competitor to replace them even with their anti consumer tactics.

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**Ticket: # 1241621 - Comcast rolling out data caps**

**Date:** 10/7/2016 12:10:42 PM

**City/State/Zip:** Albuquerque, New Mexico 87199

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast Xfinity has started to roll out 1tb data caps to more and more places, claiming it to be a cap of fairness and that "less than 1 percent of customers exceed that". However it is not fair, for plans that were previously unlimited to now be capped and people that stream, download, and game online to be charged extra for data that they use. Comcast is consistently behind the times on what consumers need and want. As in many places they are a monopoly with very few other high speed choices, they feel they can do whatever they want and never face any true consequences. Please prove differently.



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[Ticket: # 1241702 - ISP Data Caps](#)

**Date:** 10/7/2016 12:21:38 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Comcast

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### **Description**

Fuck ISPs trying to implement Data Caps. This is unacceptable.

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**Ticket: # 1241804 - Data caps from Comcast/Xfinity**

**Date:** 10/7/2016 12:36:17 PM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity claims they have no data caps. That is entirely untrue. After promising "unlimited reliable access to the internet," we now receive a notice that our data access per month is capped or we have to pay a huge \$200.00 fee each month if we go over. That kind of fee is a definite cap! What part of "unlimited" is hard to understand? The fact that the FCC has a Senior Vice President of Comcast/Xfinity on your advisory board explains how they get away with this but it isn't right. He shouldn't be on your board to get you to look the other way and promises for access should be kept!

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**Ticket: # 1241813 - Data caps**

**Date:** 10/7/2016 12:37:21 PM

**City/State/Zip:** St. Cloud, Minnesota 56304

**Company Complaining About:** Comcast

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### **Description**

Comcast has no right to use data caps simply because they can. It does nothing except show how strong they are as a monopoly.

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**Ticket: # 1241843 - Comcast data cap**

**Date:** 10/7/2016 12:42:19 PM

**City/State/Zip:** Fresno, Texas 77545

**Company Complaining About:** Comcast

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## **Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

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**Ticket: # 1241947 - Xfinity Data Caps**

**Date:** 10/7/2016 12:55:11 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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### **Description**

Data caps from companies is completely unacceptable this day and age with more and more content being supported digitally.

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**Ticket: # 1242146 - Comcast's Incoming 1TB Data Cap**

**Date:** 10/7/2016 1:16:29 PM

**City/State/Zip:** Millcreek, Utah 84124

**Company Complaining About:** Comcast

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**Description**

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

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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

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

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

I will be either forced to pay this ransom to continue to use the service I have, or I can "downgrade" while paying the same amount. It's ridiculous.

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[Ticket: # 1242629 - Data Caps](#)

**Date:** 10/7/2016 2:08:02 PM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out data caps for no reason other than profiting themselves. Because of the local monopolies and non competition agreements we have no choice in ISPs.

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**Ticket: # 1244742 - Data Caps**

**Date:** 10/7/2016 6:26:49 PM

**City/State/Zip:** Mobile, Alabama 36618

**Company Complaining About:** Comcast

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### **Description**

Comcast & other ISP's data cap are anti consumer, & shouldn't exist i pay for that data & i should be allowed to use how much i want of it.



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**Ticket: # 1244157 - Data Cap**

**Date:** 10/7/2016 5:10:02 PM

**City/State/Zip:** Paducah, Kentucky 42003

**Company Complaining About:** Comcast

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### **Description**

I would like to lodge a complaint that Comcast is only allowing me 200 gigabytes of data per month. This is burdensome for my regular use.

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**Ticket: # 1242816 - Comcast Data Limits**

**Date:** 10/7/2016 2:28:00 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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### **Description**

Comcast is going to start implementing a data cap for my service starting November 1st. I feel that because they are my only option for Cable internet, this is an unjustified use of power. Because I have no choice in the matter.

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**Ticket: # 1242845 - Comcast Data Caps**

**Date:** 10/7/2016 2:32:12 PM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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**Description**

Seems like Comcast has decided to start rolling out data caps in my neck of the woods. It's ridiculous, and as Comcast says, very few people actually hit the caps, which further supports how unnecessary it is. If most people are "unaffected", why institute data caps at all?

Streaming is the future (I only stream from, what, 5-10 services, probably? Maybe more?), and all this does is impact that negatively. Not to mention when 4K becomes much more widespread than it is currently.

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[Ticket: # 1242921 - Data caps are unacceptable](#)

**Date:** 10/7/2016 2:39:23 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Comcast

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### **Description**

It's unacceptable to pay \$100+ a month for service that not only delivers BELOW the agreed upon speed, but also have a data cap which is EASILY reached. It's unfair to offer service yet limit how we use that service.

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[Ticket: # 1243023 - Data Caps](#)

**Date:** 10/7/2016 2:49:38 PM

**City/State/Zip:** Edmond, Oklahoma 74134

**Company Complaining About:** Cox

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### **Description**

Data Caps serve no purpose in today's market, they are unacceptable and unfair

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**Ticket: # 1247572 - datacaps on home internet service - Comcast**

**Date:** 10/8/2016 6:07:04 AM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

Hello,

I have written to you several times before on this very topic, although they have been for various providers like AT&T, mediacom etc. Now I am writing to you about Comcast.

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

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

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

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. This is also against net-neutrality.

Data usage is only going to increase and at a rapid pace as new technologies emerge. The next generation is growing on data, not on TV or books. Allowing home internet providers to enforce arbitrary data caps leads to direct restriction on information flow & commerce. It will prevent new industries from providing services that will better our lives.

It's not as if we all have options when it comes to internet service providers. There is no other provider in my area that I can take my business to. Comcast is monopolizing the market and is playing its hand to grab more money from customers for the exact same services it's been providing. Suddenly it's now more expensive because Comcast decided so. Unfortunately, this is the case every

where in the country. We simply dont have enough competition in the market. Wlth no competition, there is no consumer benefit

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

Signed,

(b) (6)

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**Ticket: # 1243120 - Comcast data cap implementation**

**Date:** 10/7/2016 3:00:21 PM

**City/State/Zip:** Seattle, Washington 98146

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast, today, Oct 7 2016 informing me they are implementing an internet data cap plan in my area (Seattle, WA). Comcast isn't even trying to hide its motivation with this data cap program. Customers who use excessive amounts of data pose no threat to Comcast's network or the quality of service experienced by other customers. Instead, these data-heavy subscribers are simply getting too much bang for their buck.

The company has even admitted that its data caps serve no technical purpose. They exist solely to milk subscribers for more money.



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**Ticket: # 1243187 - Comcast Data Caps**

**Date:** 10/7/2016 3:07:56 PM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to limit a free abd open Internet in favor of profiteering and gluttony, forcing a data cap in a large portion of their marketplace. Fight this, and keep the internet free!

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**Ticket: # 1243364 - Data Cap on my internet usage?**

**Date:** 10/7/2016 3:29:11 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Comcast

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## **Description**

Just noticed the internet provider I have just opened an account with as there are no other services available in my area is soon to implement a data cap on my internet usage. I use online services for my television/movie viewing as well as gaming and I am not happy with the potential of data capping on my use of their services. If I had the option of another provider that was not exploring data caps I would opt to use their service but unfortunately there is not another available in my area.

<https://dataplan.xfinity.com/faq/>

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**Ticket: # 1243788 - Comcast 1tb Data Cap**

**Date:** 10/7/2016 4:21:54 PM

**City/State/Zip:** Walnut Creek, California 94596

**Company Complaining About:** Comcast

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### **Description**

Comcast violated their own service agreement. When they gave me notice of this major change to my service on October 6th. Giving me less than 30 days before it goes into affect on Nov1

"we will give you thirty (30) days prior notice of any significant change to this Agreement. If you find the change unacceptable, you have the right to cancel your Service(s)"

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[Ticket: # 1244225 - Data cap on Xfinity internet from comcast](#)

**Date:** 10/7/2016 5:18:16 PM

**City/State/Zip:** Coon Rapids, Minnesota 55433

**Company Complaining About:** Comcast

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## **Description**

Comcast, is going to place a data cap on the service they provide the internet, and how much data I'm allowed to us,

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**Ticket: # 1243939 - Comcast data caps**

**Date:** 10/7/2016 4:37:52 PM

**City/State/Zip:** San Rafael, California 94903-1435

**Company Complaining About:** Comcast

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## **Description**

It should be illegal for Comcast to implement data caps such as the new 1TB cap in California. There is basically no competition to allow the consumer to switch and show their displeasure with this decision.

What's more, this action will harm companies like Netflix, as Comcast users are likely to curtail their viewing of such high bandwidth sites in order to keep under the new data cap.

Please address this with Comcast.

Regards,

(b) (6)

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**Ticket: # 1243985 - Comcast Data Caps**

**Date:** 10/7/2016 4:46:20 PM

**City/State/Zip:** St. Paul, Minnesota 55130

**Company Complaining About:** Comcast

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**Description**

Comcast are adding data caps to accounts for no apparent reason. This is on top of the fact that they grossly overcharge for internet, fail to update their infrastructure to maintain industry standards, and are practically a monopoly in my area.

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**Ticket: # 1244004 - Comcast data caps**

**Date:** 10/7/2016 4:49:40 PM

**City/State/Zip:** Longview, Washington 98632

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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**Ticket: # 1244149 - Comcast Data Cap unacceptable**

**Date:** 10/7/2016 5:09:09 PM

**City/State/Zip:** Washington, Pennsylvania 15301

**Company Complaining About:** Comcast

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### **Description**

After recently hearing of the data caps being placed in November I wanted to file a complaint. This is totally unacceptable. Working from home transferring files files and pictures will consume my cap in no time. How can one be expected to earn a living when the monopoly internet provider (Monopoly because there is no one else in my area) continues to put more and more restrictions in place. This needs to be stopped.



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**Ticket: # 1244326 - Internet Service****Date:** 10/7/2016 5:32:12 PM**City/State/Zip:** Fresno, California 93704**Company Complaining About:** Comcast

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**Description**

Comcast our internet provider has been extremely unwilling and unhelpful in getting my issue resolved. This issue has been ongoing for several weeks. My business internet service has been interrupted several times and Comcast has not been able to properly diagnose, admit and correct the problem. I run a Law firm and internet is extremely important and required. My monthly cost are roughly \$300 for Comcast service and they have not been able to correct the issue in a timely manner. Several techs have come out and surveyed the "problem" and have not given me an exact diagnosis and fix. It always blamed on a "power outage" which none have occurred. The situation occurs at least once a day and lasts from 10 minutes to four hours. At this moment the issue persist and yet another tech will be visiting my business to survey the issue. I have no alternatives that can provide service to my business, Comcast has a monopoly in the area and this complaint is from many people and goes on deaf ears. Please, I have escalated the issue within Comcast and the issue continues.

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**Ticket: # 1244338 - Comcast Internet cap**

**Date:** 10/7/2016 5:33:57 PM

**City/State/Zip:** Plymouth, Minnesota 55447

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to capitalize on its customers lack of competition by trying to maneuver their Internet usage caps to gain more of the consumers money. They are trying to make it seem like this will not effect many "normal" Internet users but in fact they are positioning themselves to gain more money on those who utilize streaming for their entertainment content.

Comcast has done this before and they are doing nothing but abusing their grip on their users who have no choice but use their services. Comcast needs to know that net neutrality does not allow them to cap their users and force new fees for using the same service they have provided for years.

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**Ticket: # 1244404 - Comcast Data Caps**

**Date:** 10/7/2016 5:44:13 PM

**City/State/Zip:** Lone Tree, Colorado 80124

**Company Complaining About:** Comcast

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**Description**

I would like to complain about the Comcast data cap limits that are being implemented in Colorado.

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**Ticket: # 1244442 - False, Fraudulent or Unauthorized Use of the Emergency Alert System Attention Signal and Codes**

**Date:** 10/7/2016 5:48:55 PM

**City/State/Zip:** New Fairfield, Connecticut 06812

**Company Complaining About:** Charter

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**Description**

Illegal use of EAS tone/noise on a Youtube video that played as an Advertisement

This advertisement popped up while loading a game on Roblox.com. It uses the EAS tone in the very beginning of the video. This is illegal. Video link: <https://www.youtube.com/watch?v=qAezmTQIWUk>

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**Ticket: # 1244651 - Data Caps****Date:** 10/7/2016 6:15:43 PM**City/State/Zip:** Plymouth, Minnesota 55447**Company Complaining About:** Comcast

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**Description**

I recently got an email from Comcast stating that as of Nov 1 I'll be receiving a data cap on my internet usage. This is not a value-added service, this is a change to my service that I didn't agree to, that I wasn't given a choice in, and that I have no choice but to accept, and may cause a significant increase in my consumer cost, up to 300% increase in a month. Because there are no other providers in my area that offer even a quarter of the speed of internet my household needs to run streaming services and educational programs, I have no other options of service providers. In addition, the data capping affects consumers like me without offering any benefit to Comcast, as data caps don't improve their service, performance, or costs. As a consumer, I should have more than a single option (monopoly) to choose from for a basic need like internet service at a reasonable speed and price.

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[Ticket: # 1248447 - Comcast data cap](#)

**Date:** 10/8/2016 3:48:01 PM

**City/State/Zip:** Sugar Land, Texas 77478

**Company Complaining About:** Comcast

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## **Description**

They cap our data while we have no other option. Isn't this considered monopoly?

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**Ticket: # 1244805 - Comcast Data Caps****Date:** 10/7/2016 6:33:08 PM**City/State/Zip:** Corvallis, Oregon 97333**Company Complaining About:** Comcast

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**Description**

On Nov. 1st, Oregon will be on the list of states receiving data caps from Comcast. In my city, Comcast is the only broadband internet option, and it is absolutely unjustifiable that data caps be implemented given the nature of the internet. This is a complete monopoly in my area, and I am not gaining any value in this as a customer. Nothing is being added to the service I've always paid for, and now I will be forced to pay more for the same thing I always have. Given the importance of the internet on today's economy, this is unacceptable.

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**Ticket: # 1245113 - Home internet data cap**

**Date:** 10/7/2016 7:12:28 PM

**City/State/Zip:** Fresno, California 93730

**Company Complaining About:** Comcast

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## **Description**

I pay for a service that is now being capped. This wouldn't be bad if there were other options for internet in my are but there are not. This is what happens when true monopolies exist. Huge fines are being imposed on those customers who go over. With the translation to 4K tv and more and more devices requiring an internet connection my household usage will only continue to go up. Please break up these unfair practices. Make it illegal for companies who own the cable lines to also be ISP's. They should be forced to sell their lines to ISP's independent of them. Only you can help save the internet for our future generations.



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**Ticket: # 1245147 - Comcast data caps**

**Date:** 10/7/2016 7:16:19 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

I would like to Lodge a complaint against Comcast for the recent news of their announced data cap limits. They have readily admitted that they are not imposed for any technological reason but simply a business decision used to get more money out of people, many of whom have absolutely no choice in providers due to the crazy gerrymandering that these companies do. I am one of those people and this is ridiculous.

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**Ticket: # 1245169 - Blockage of Service by ISP**

**Date:** 10/7/2016 7:20:33 PM

**City/State/Zip:** Arlington Heights, Illinois 60004

**Company Complaining About:** Comcast

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## **Description**

I pay for cable internet and cable TV services from Comcast. One of the cable TV services I purchase is HBO. This purchase entitles me to utilize HBO Go.

Comcast prevents usage of the HBO Go application on all of my Sony devices: Playstation 3, Playstation 4, and Blu-ray player.

As a consumer, it appears that Comcast is trying to prevent the utilization of the HBO content I am paying for on anything but their own proprietary devices.

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**Ticket: # 1245225 - Comcast Service**

**Date:** 10/7/2016 7:27:15 PM

**City/State/Zip:** Stockton, California 95212

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast announced that starting November 1st of this year they would be imposing a 1 terabyte data limit on their internet subscribers. My household is going to be affected by this data cap as a result. Now prior to this incident, I've always viewed Comcast as just another business whose main goal is to earn profit and not interfere with the lives of the general public. This recent announcement definitely sways me from my prior belief since they are very clearly abusing their monopolistic market power. They very well know that there is not much in the way of competition so consumers will have no choice but to tolerate this unethical data cap. Although it's up for debate, I am of the opinion that a data cap infringes upon the human right to accessible internet. Although some may say that the 1 terabyte data cap is "fair", at the end of the day it is still a data cap that limits our ability to gain knowledge via browsing, communicating, and downloading on the internet. Comcast needs to be held accountable for their actions, particularly this one since I feel as though they've crossed the line that divides business and morality.

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**Ticket: # 1245309 - Comcast Data Cap**

**Date:** 10/7/2016 7:39:45 PM

**City/State/Zip:** The Woodlands, Texas 77382

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 1 TB data cap, effective November 1st. They have given us less than a months notice, and have stated that if we go over we will need to pay \$50 for every additional GB over the limit. We are still under contract, and they are the only carrier available in our area. We did not sign any agreement.

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**Ticket: # 1245284 - Data Caps****Date:** 10/7/2016 7:35:50 PM**City/State/Zip:** Fremont, California 94539**Company Complaining About:** Comcast

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**Description**

Comcast has decided to introduce data caps in my neighborhood, and want to charge me even more for going over my data cap. Media consumption is now going purely digital, with more and more streaming options, with games being download-only, with music now being streamed mostly through spotify etc. This new data cap is a power grab by the old cable companies like comcast/NBC to want people to go back to the archaic cable box, and force people to pay money for things that they don't even want. This is unacceptable, and companies like Comcast should never have been allowed to buy TV studios.

Right now, Comcast says that only 1% of their subscribers use over 1TB of data; then if only 1% of their subscribers use over 1TB of data, why would they want to punish only the 1%? It is because they KNOW the current generation of users' direction of media consumption is going towards streaming and they want to grab them back and force them into paying stupid amounts of money to have cable boxes.

In the last 3 months, I have used over 1TB in all months streaming, and buying games etc, with the new rules that Comcast will have set up, instead of paying 75 dollars a month (which is already quite high) I would have had to pay an extra \$200 in july, 100 in august, and 80 in september. Which in all cases would double my internet cost.

Please do not set a precedent to allow ISP's to enforce data caps.

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**Ticket: # 1245311 - Comcast Data Caps monopoly issues in Jacksonville beach, 32250**

**Date:** 10/7/2016 7:39:57 PM

**City/State/Zip:** Jacksonville Beach, Florida 32250

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer. I found out, through social media, not from Comcast that there would be a data cap implemented on November 1st. Home internet data caps are incredibly anti consumer and seem to be exclusively to gouge the customer for more money. Comcast implemented data caps in other markets and many consumers were dissatisfied. Moreover, Comcast has a monopoly in my area above certain speeds because the only competition has incredibly slow speeds. I am forced to pay almost 50% more for the same service or switch to something much slower.

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**Ticket: # 1245345 - Comcast Data Cap**

**Date:** 10/7/2016 7:45:28 PM

**City/State/Zip:** San Mateo, California 94401

**Company Complaining About:** Comcast

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## **Description**

Comcast will be adding a 1 TB monthly cap to my home internet service starting November 1st. This cap serves no purpose other than to restrict my fair use of my connection and gouge as much of my money as possible, since Comcast has nobody to compete against. This cap is in the best interests of Comcast's shareholders and against the interests of literally every other Comcast customer and American citizen. Please help us.

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**Ticket: # 1245477 - Comcast 1 TB cap removal**

**Date:** 10/7/2016 8:08:19 PM

**City/State/Zip:** Jacksonville, Florida 32244

**Company Complaining About:** Comcast

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## **Description**

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

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



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**Ticket: # 1245918 - Data Caps**

**Date:** 10/7/2016 9:22:34 PM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** Comcast

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### **Description**

Data caps being added in november. This is not a "value-added" service. It's the same service I've always paid for, and now limitations are being forced upon it without a reduction in price.

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**Ticket: # 1245613 - New Comcast Data Caps**

**Date:** 10/7/2016 8:26:58 PM

**City/State/Zip:** Parker, Colorado 80138

**Company Complaining About:** Comcast

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**Description**

Hello,

My complaint arises from the implementation of the new Comcast internet data caps in my area. I am furious with these new changes. I pay good money for what seems like a very good internet plan. However, even though I pay for 50 Mbps down, I frequently get much lower than that, even as low as 5 Mbps. But the new data caps has pushed me over the edge. Now, I have a limit on my internet usage in addition to the failure to get what I initially paid for. I'm lucky that I have other internet companies to turn to while some are stuck with Comcast without a choice. The new data caps only advance the mistreatment that Comcast imposes on it's clients.

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**Ticket: # 1245615 - Comcast data regulating data usage**

**Date:** 10/7/2016 8:27:27 PM

**City/State/Zip:** Fridley, Minnesota 55432

**Company Complaining About:** Comcast

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## **Description**

Comcast getting their foot in the door by regulating the amount of data people use.

They start with 1tb hoping not many people complain and then they will drop the usage and raise the rates.

Internet is not a natural resource we don't have to worry about how much we use.

If more people are using it then those rates they are charging should cover the equipment that has already been put in place

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**Ticket: # 1245731 - Comcast has capped my internet all of a sudden**

**Date:** 10/7/2016 8:43:39 PM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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### **Description**

Comcast has imposed a 1 terabyte data cap. I have been a comcast customer for five years and my internet has always been unlimited until now. Now they are charging me more and I am getting less with the threat of charging me more if I use the same.

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**Ticket: # 1245954 - Data caps**

**Date:** 10/7/2016 9:30:21 PM

**City/State/Zip:** Linton, North Dakota 58552

**Company Complaining About:** Bek

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## **Description**

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

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

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**Ticket: # 1263650 - Internet hacker**

**Date:** 10/13/2016 8:43:56 PM

**City/State/Zip:** Chapel Hill, North Carolina 27516

**Company Complaining About:** Unknown

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## Description

I have been dealing with a computer hacker for about 5-6 months now on my personal computers. I've tried buying brand new computers and they are broken into within hours of setting them up. I have tried Geek Squad at least a dozen times with no success. The remote access service they have didn't really believe me until I was on the phone with them and just before hanging up the person on the line said they had a pop up appear on their screen trying to get Authentication to sign in.

I then went to a private Computer technician and was optimistic. He said he had helped Beta test Microsoft Edge and Windows 10 and was a former hacker himself. He said in my laptop there were 4 Trojans installed, 2 he had heard of (1 was Smitfeld, I think) and 2 he had never seen before, 1 that broken into and turned off or modified my firewall and changed all the policies. On my Desktop they created 21 partitions and placed the OS software on the last 2 so the system could not find them and would not boot. He even took them to two pals of his, one a head of IT security for a Fortune 500 company and another at the police department in forensics. They analyzed the systems and found multiple hidden partitions with the hacker's files. After totally wiping the systems to nothing my computer tech went to starting reinstalling Windows only to find at boot up Windows 10 was already there and determined there were more hidden partitions.

He did the repairs and added some more of his own tweaks and software, but in a matter of days my system is already compromised again. The laptop is completely unusable. It just has the sign in screen and then goes to New computer setup saying "we are getting your system ready" but goes no further.

I have tried talking to Time Warner, which don't believe it's a hacker and are very dismissive until they spoke to my computer Tech. I got a better DSL router and Wifi Router, all in one, but that slowed them down, but they still got through again. Time Warner says there is nothing more they could do, so now having U-verse installed next week and see if that helps.

They have broken into my Google, Microsoft, AOL accounts and a Google Chrome book that, while not crashed, is taken over by the developers mode with Untrusted Servers Installed. I've tried speaking to Microsoft with very little help. They don't believe me either. I asked how I could disable cloud services for One Drive, One Note, Skype, Outlook and such; all of which I never have used, but have been signed up for, but they are default services and can't be disabled. I even took my laptop to a friend's house and got an IM message in One Note saying 'anything you change we are going to change it back.'

And while with less success, I think they are infiltrating my iPhone using cellular roaming and or Airdrop. On both a chat session with Microsoft and a phone call with Apple my chat and call were cut off abruptly until I turned off the wifi and cellular roaming on my phone. I have found multiple VPNs installed including Juniper, SonicWall and f5; toro tunneling with IPv6, a wave synthesizer and Dolby

accoustics to record from my microphone, and an icon for recorded television. Have also found at least 30 mmc Event logs tracking everything and sending them to a network printer.

Right now I am at a loss of what else I can do and each place I speak with seem to have no recourse for me to take. I am just writing to you hoping someone in this feild may know more and can maybe direct me in what other course of action I can take to get my security back.

Thank you,

(b) (6)

Sent from my iPhone

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**Ticket: # 1246057 - Data cap**

**Date:** 10/7/2016 9:44:54 PM

**City/State/Zip:** Eden Prairie, Minnesota 55346

**Company Complaining About:** Comcast

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## **Description**

Comcast is unfairly nickel-and-diming customers by implementing an arbitrary data limit of 1TB per month. Lack of options in ISPs in my area combined with the new data cap places an undue financial burden on me. Comcast is protected from the consequences of their policies by the fact that they don't participate in a free market. I require the internet connection for my occupation and cannot perform the duties of my job without my internet connection.



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[Ticket: # 1246072 - Data Cap](#)

**Date:** 10/7/2016 9:49:36 PM

**City/State/Zip:** Hudsonville, Michigan 49426

**Company Complaining About:** Comcast

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### **Description**

I see that Comcast just started the move to the 1 TB data cap and if i'm right that's against FCC rules.

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[Ticket: # 1246076 - Comcast capping Internet bandwidth/usage](#)

**Date:** 10/7/2016 9:49:56 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast

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### **Description**

Comcast announced plans to cap Internet usage. Being that Comcast is the only Internet provider in my area, this is unacceptable for consumers. Please overrule this decision.

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**Ticket: # 1246140 - Suddenlink has been jamming my TV signals at my home**

**Date:** 10/7/2016 10:01:42 PM

**City/State/Zip:** Sulphur, Louisiana 70663

**Company Complaining About:** AT&T

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## **Description**

I live on (b) (6) Sulphur, LA. I use antennae for my TV. Suddenlink trucks show up working on their cables on the pole outside my house and immediately I can't get any air signals to my TV.

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**Ticket: # 1246142 - Suddenlink has been jamming my TV signals at my home**

**Date:** 10/7/2016 10:01:43 PM

**City/State/Zip:** Sulphur, Louisiana 70663

**Company Complaining About:** AT&T

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## **Description**

I live on (b) (6) Sulphur, LA. I use antennae for my TV. Suddenlink trucks show up working on their cables on the pole outside my house and immediately I can't get any air signals to my TV.

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**Ticket: # 1246141 - Suddenlink has been jamming my TV signals at my home**

**Date:** 10/7/2016 10:01:43 PM

**City/State/Zip:** Sulphur, Louisiana 70663

**Company Complaining About:** AT&T

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## **Description**

I live on (b) (6) Sulphur, LA. I use antennae for my TV. Suddenlink trucks show up working on their cables on the pole outside my house and immediately I can't get any air signals to my TV.

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**Ticket: # 1246179 - Comcast 1T data cap**

**Date:** 10/7/2016 10:10:34 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

This news of the data cap was released the day after I signed a 2 year contract with Comcast. I often work from home and there is no competitor that can provide more than 12mbps, and I need more than that (also, that speed is not even classified as broadband). Data is not a finite resource. It literally does nothing to Comcast's bottom line to NOT have a cap. However, I am now trapped, by both the contract and the lack of market competition. This is unacceptable.

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**Ticket: # 1246181 - Comcast 1 TB data cap**

**Date:** 10/7/2016 10:10:51 PM

**City/State/Zip:** Albuquerque, New Mexico 87122

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has decided to impose a 1 TB data cap on internet connections for their xfinity customers. This raises many concerns, as I'm sure many other complains will highlight. Several of the more important issues I feel need to be expressed are as follows.

The practice of data caps in wireless data makes sense in that there is a limited availability of the EM spectrum that devices may operate on. As a result this is a scarce resource. The same argument cannot be extended to cable or wired connections because an idle optical or electrical does not share the same operational considerations. The premise put forth as a justification for the decision to impose data caps on wired connections does not hold.

Next, there are real business considerations to consider. A common example discussed online is Netflix. Many other consumers will bring that up, so I'll skip it myself. Suffice to say, it is a concern for active companies. Let's instead consider a company like Google that started in a garage with a few computers and an internet connection. The practices put in place by Comcast recently would have completely stifled such a company in the present climate and resulted in a lack of innovation by the American public.

My own household has some non-standard considerations. My significant other is a medical professional who requires an internet connection for work to review patient lab results, imaging analysis, and other records that take up a surprising amount of bandwidth and consume lots of data. Myself, I have a PhD and work for a national laboratory that also requires heavy lifting from home to analyze data on work computer. Privately, I collaborate on physics related projects with CERN and the data troves from such a large scientific endeavor would laughably swamp a 1 TB data cap in a very short amount of time.

Those are my concerns. This likely won't be over quickly but feel free to contact me for support if the FCC chooses to oppose data caps by Comcast or any other ISP.

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**Ticket: # 1246188 - Comcast greed data caps**

**Date:** 10/7/2016 10:11:44 PM

**City/State/Zip:** Seattle, Washington 98109

**Company Complaining About:** Comcast

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**Description**

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

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

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



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**Ticket: # 1246203 - Data Caps Set by Comcast are Unacceptable**

**Date:** 10/7/2016 10:15:17 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

The 1TB data cap that is being put into place this November by Comcast is incredibly ridiculous. I don't live near a major metropolitan area and don't have access to most game stores which causes me to have to download the things I use directly from the PlayStation Store and Steam. This cap will create a hardship for not only me but for thousands of people who live in rural areas. If I pay my bill, I should be able to use my internet and download digital purchases without the fear of go over some ludicrous "cap". Comcast's only reason for doing this is only for monetary gain. This is unfair how this tyrant is making the rules for people who are forced to used Comcast as they are the only provider in the area.

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**Ticket: # 1246227 - Comcast's Illegal Packet Injection**

**Date:** 10/7/2016 10:20:43 PM

**City/State/Zip:** Lone Tree, Colorado 80124

**Company Complaining About:** Comcast

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**Description**

Comcast is rolling out 1TB data caps nationwide. When you get close to using all of your data, a banner is added to the top of your web browser warning you. This is illegal as Comcast using packet injection, a form of hacking, to add the banner. This poses a security threat to the secure communications of Comcast customers all around the nation.

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**Ticket: # 1246328 - Terabyte Data Throttle**

**Date:** 10/7/2016 10:38:19 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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**Description**

Terabyte Data Throttle, THIS IS NOT OKAY, I USE MORE THEN THIS AND I PAY A HUGE AMOUNT EVERY MONTH! As someone who has 2 peeople in their house, no cable, the internet is all we use. As gamers, we both are gaming and then we can have the tv on with nextflix, SO DOING THIS WOULD BE VERY BAD FOR ANYONE WHO DOES THIS.

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**Ticket: # 1246362 - Data caps**

**Date:** 10/7/2016 10:43:45 PM

**City/State/Zip:** Centennial, Colorado 80122

**Company Complaining About:** Comcast

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## **Description**

Xfinity has decided to impose data caps on my Internet service in Colorado. This has many problems because me as a student has much of my schoolwork online and the data caps concerns me that I may use it all and not be able to complete schoolwork because I've hit the cap. I am not able to switch service because of the lack of options.

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[Ticket: # 1246377 - Data Capping](#)

**Date:** 10/7/2016 10:46:20 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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### **Description**

Comcast recently has put a cap on data usage per month. This is gross misuse of power. I live in a house of 4, if we all downloaded games, streamed some movies over netflix, etc, we will easily go over the 1tb cap per month. Stop Comcast now.

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**Ticket: # 1246456 - Denial of E-mail Access****Date:** 10/7/2016 11:01:21 PM**City/State/Zip:** Tulsa, Oklahoma 74133-3034**Company Complaining About:** AT&T

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**Description**

For the 4th time this year, AT&T has entered my e-mail with a window wanting me to sign up for ATT.NET, their e-mail access service. I decline to do so, but unable to close that window or access my e-mail account. I have been without service now 10 days now as none of my computer literate friends could not assist me. I assume that FCC can convince them they are in violation of existing laws .

which forbid such business practices. FCC prevailed on them earlier in the year to restore my access. I trust you can persuade them to do so again.

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[Ticket: # 1246514 - Data download caps are unconstitutional](#)

**Date:** 10/7/2016 11:12:15 PM

**City/State/Zip:** Springfield, Illinois 62711

**Company Complaining About:** Comcast

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### **Description**

If you instate a download cap I will switch Internet providers. No question about it.

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**Ticket: # 1246537 - Comcast Data cap**

**Date:** 10/7/2016 11:15:54 PM

**City/State/Zip:** Sandy, Utah 84092

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping my data usage. This was not agreed upon in my initial contract with them. Our information infrastructure in the US is a joke. Everywhere else in the first-world, internet is faster, cheaper and NOT CAPPED. There is no other choice where I live. Comcast basically has a monopoly and I have no choice but to use them EVEN WHEN THEY FORCE DATA CAPS ON ME. They should not be allowed to do this.



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[Ticket: # 1246556 - comcast data cap](#)

**Date:** 10/7/2016 11:18:50 PM

**City/State/Zip:** Hermosa Beach, California 90254

**Company Complaining About:** Comcast

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## **Description**

I just want to have a competitive industry. There should never be a reason for why I get worse service & have no other option beyond Comcast.

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**Ticket: # 1246682 - Forcibly imposing data limits without causing or representation**

**Date:** 10/7/2016 11:39:29 PM

**City/State/Zip:** Northglenn, Colorado 80233

**Company Complaining About:** Comcast

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## **Description**

Comcast/XFINITY is imposing a data cap on internet service beginning November 1st. This added fee comes without warrant or cause as I use the same internet as I always have but now have to pay more because Comcast wants to make more money and lobbyists in congress keep internet service off the basic utility list when president Obama calls the internet a basic fundamental to human life. Because Comcast has a local monopoly and I have no other choice, my rights are being violated and will also send a copy of this to the ACLU.

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**Ticket: # 1246836 - Comcast Data Cap**

**Date:** 10/8/2016 12:11:36 AM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast

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**Description**

I received an email from Comcast today telling me that I am now on the hook for a data cap despite their advertising stating that I would receive unlimited data when I originally signed up. I don't have any competitive options for broadband in my area and I feel like Comcast is exploiting their monopoly to charge me per GB of data without adding any value or charging me less for using a lesser amount of data.

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**Ticket: # 1246960 - Comcast**

**Date:** 10/8/2016 12:39:13 AM

**City/State/Zip:** Marysville, California 95901

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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**Ticket: # 1247080 - Data Caps**

**Date:** 10/8/2016 1:17:07 AM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** Comcast

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**Description**

Comcast has implemented data caps for home networks during my contract without notice.

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[Ticket: # 1247172 - Data cap added after opening account with Comcast](#)

**Date:** 10/8/2016 1:35:05 AM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** Comcast

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### **Description**

Comcast is pushing to cap our Internet use to one terabyte, after signing up for unlimited high speed Internet. This is not what I signed up for.

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**Ticket: # 1247380 - Comcast Data Caps**

**Date:** 10/8/2016 2:35:34 AM

**City/State/Zip:** North Salt Lake, Utah 84014

**Company Complaining About:** Comcast

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**Description**

Comcast is ruing the internet in the USA. Data caps are crap. This isn't the 1990's...why is Comcast charging us more for the same or less. Outrageous abuse of power/monopoly.

Lack of consumer choice due to local monopoly.

Lagging behind the rest of the world in broadband availability and cost to consumers.

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy.

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

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[Ticket: # 1247461 - Comcast data cap](#)

**Date:** 10/8/2016 3:15:29 AM

**City/State/Zip:** Snoqualmie, Washington 98065

**Company Complaining About:** Comcast

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## **Description**

Setting a data cap for Consumers is highly unconstitutional . We already pay ALOT money for speeds that don't even fall in comparison to other countries.



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**Ticket: # 1247566 - Comcast home data cap for internet.**

**Date:** 10/8/2016 5:56:40 AM

**City/State/Zip:** Ben Lomond, California 95005

**Company Complaining About:** Comcast

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## **Description**

On November 1, Comcast will be implementing a home internet data cap of 1 TB per month. They have given us less than a months notice. This will not enhance my service in any way, shape, or form. It is not a benefit for the consumer, but strictly a ploy to make more money for them. Since they have a complete monopoly in my area I have no choice but to pay them more money for the same service. There is no other choice for home internet in my area. They have a complete monopoly and are now blatantly exploiting this fact. They have gone out of their way to block municipal internet and any other competitor so we are left with no options.

Please, we need your help.

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**Ticket: # 1247608 - Internet Interruptions****Date:** 10/8/2016 7:54:18 AM**City/State/Zip:** Lake Geneva, Wisconsin 53147-1519**Company Complaining About:** AT&T

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**Description**

As I was writing and filing "another" complain with the FCC...again I get knocked out of my site, message across screen "problem with internet connection....", site gone!!!! I have already had my Geek Squad (Best Buy) look at this problem several times to no avail. Now, in addition to having internet problem disconnect, I am also getting "surveys" from AT&T replace my viewing screen & if you try to exit survey...yes, you are booted out of your site!!!! I have been totally disgusted with AT&T/Direct TV and at conclusion of 2 yr. "contract", they will NEVER get my service again, if not "threatened" with charging me \$400+ early cancellation, I would have done it 2 months ago!!! Also, their "deceitful" practice of misrepresenting channels in your service, promising me football for 1st year, free of charge...NOT!!!! Add \$45 a month, you can have it!!!! Horrid, never again, and I thought Time Warner was bad!!!! Would welcome Time Warner back!!!!

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**Ticket: # 1247721 - Comcast data caps/deep packet inspection/lack of competition**

**Date:** 10/8/2016 9:37:09 AM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Comcast

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## **Description**

The issue is that due to a lack of competition Comcast has been allowed predatory business practices under the façade of technical limitations. The solution is to classify internet as a utility and provide protections that come with this. For far too long Comcast has been allowed to charge the most while providing the least. The monopolistic behaviors of most providers have allowed the US to fall behind most countries as far as speed and availability.

Examples of this are riddled throughout Comcast's history but most recent examples are of their data caps. This is a blatant attempt to recoup what funds they've lost from TV subscribers. Loss of these subscribers is a direct result of them not innovating for the customer but trying to cement archaic business models where the customer comes last. This type of behavior only works if you have a monopoly. The fact is data is becoming larger and more basic rights rely on internet connectivity. If one can't access these because the provider has falsely claimed limitations, they should be audited and reprimanded. Forcing them to share infrastructure would be a great way to do this.

Like many other internet providers, Comcast is also modifying traffic and violating our privacy by inspecting what we view. The deep packet inspection is why they can provide their own ads and modify what the site provider intended to display. This is usually done with banner ads and thusly is taking money from said site provider. This is a dangerous precedent to set and in my opinion violates the site provider's freedom of speech. If they're allowed to continue this what would prevent them from doing this to any site that negatively reflects on their business? This must be made illegal.

In closing I understand that what you can do is limited by the authority you've been given. If there is action that the people must take to enable the above I humbly suggest providing the details to the public. We can then work together to get America back what Comcast and other providers have been keeping from us.

Thank you for your attention.

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**Ticket: # 1247779 - AOL discontinuation**

**Date:** 10/8/2016 10:11:45 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48301

**Company Complaining About:** Aol

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### **Description**

AOL closed my paid e-mail account. I have lost 25 years of contacts and e-mails.

I used my AOL account to run my business. I have tried to get my e-mails and contacts from AOL to no avail. They have put me out of business.

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**Ticket: # 1249463 - Metro cast cable**

**Date:** 10/9/2016 2:37:38 PM

**City/State/Zip:** Barrington, New Hampshire 03825

**Company Complaining About:** Metro Cast

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### **Description**

We lose connection about 15 times a month along with others in town and when you call metro cast you get a attitude and rude people

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**Ticket: # 1248055 - cox bait and switching with data caps**

**Date:** 10/8/2016 12:23:19 PM

**City/State/Zip:** Surprise, Arizona 85379

**Company Complaining About:** Cox

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**Description**

i've been a LONG time cox subscriber (phx area) and a subscriber to their ultimate line since november 2015. when I signed up I was informed that the ultimate line has a 2TB monthly allowance and i checked this after subscribing by checking the data usage meter. last time I checked was a few months ago showing, at the time, using ~1.2tb of my cap. we have two ruko's and streaming youtube, hulu, netflix, and prime since cutting cable to save money and honestly we have been more than pleased. we don't miss cable at all. but with the increased bandwidth we upgraded to the highest tier available in our area... which is ultimate.

well this past week I decided to randomly check my usage and my meter has been unavailable for the entire week. telling me: "Your Data Usage Meter is not available at this time, please try again later.

We apologize for any inconvenience.

Your data usage meter allows you to monitor your household's daily, monthly or historical data usage. For more information about data plans and usage, please visit [www.cox.com/datausage](http://www.cox.com/datausage)."

i noticed a link underneath the meter stating "Data Plan & Usage Support" and I was curious to see if things changed so I clicked on it... taking me to:

<http://www.cox.com/residential/support/internet/article.cox?articleId=%7b2fd6ccb0-b13a-11df-4be3-000000000000%7d>

stating: "Package: Ultimate Monthly Included Data: 1000 GB / Package: Gigablast (Where Available) Monthly Included Data: 2000 GB

"

i remember it stating "ultimate and gigablast 2TB" prior to august! what frustrates me even more is gigablast ISN'T EVEN available in my area! so even IF i wanted to upgrade to gigablast to get back MY OLD monthly allowance I CAN'T.

I NEVER received a notice in the mail nor an email from cox telling me my data cap HAS BEEN LOWERED or was GOING TO BE. on top of that my monthly bill just increased by an extra \$25! (phone and internet went up). I've been a cox LOYAL customer since 2005! OVER a decade and they do this?

I'm paying \$100 a month ALONE for "ultimate" which isn't even "ultimate" anymore thanks to its 50% reduction in bandwidth cap. my usage went up, i did the right thing and upgraded to the highest tier for the 2TB cap even though they haven't started the \$10 per messily 50GB when over, gave cox more of my money, and they go off and pull a stunt like this. and now? they have a "new" higher tier that's scarcely available and most likely will never hit my area until half if not a full decade from now to have my OLD DATA CAP AGAIN and I'm willing to bet gigablast will be \$150 - \$200 by the time it reaches here.

I feel like they baited and switch. I was told 2TB when I signed up, and it was 2TB, but not even a full year after I switched they reduce it BY 50%! Then they advise me to upgrade to a tier that's not, and won't be FOR YEARS, available in my area to receive back my old data cap?

they are abusing their power and abusing customers with these data caps. each tier from cox has different data caps and they are using it to push people to higher tiers and worse, REDUCING TIERS by 50% to push people to even more expensive tiers that don't even exist in their area to get back THEIR FORMER allowance.

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**Ticket: # 1248246 - Time Warner /Spectrum issues****Date:** 10/8/2016 2:08:39 PM**City/State/Zip:** Los Fresnos, Texas 78566**Company Complaining About:** Time Warner

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**Description**

The purpose of this is to file a complaint against Time Warner's internet/phone service. I work from home and depend daily on my internet and phone connection from them. Yesterday I noticed my work calls not flowing through as normal.. I contacted my Help Desk and they referred me to TWC since this was a known issue that affected all employees who have TWC/Spectrum. I took time off of work and went to TWC to exchange the modem at the request of my employer (time which is not paid) but this did not resolve the issue. I also contacted TWC/Spectrum tech support and spoke to Level 3 tech support and they insisted this was not their issue. I am concerned and that this ongoing issue which is affecting all of their customers who work for this company is not on their radar nor seems to be something they are actively trying to resolve. Thanks



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**Ticket: # 1248483 - Data caps**

**Date:** 10/8/2016 4:09:45 PM

**City/State/Zip:** Fargo, North Dakota 58102

**Company Complaining About:** Cable One

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### **Description**

Cableone uses a data tiering system. In a world of 4k streaming and gaming a 300 gb data cap is nowhere near enough. I have gone over my cap and cableone forces me into a higher tier plan, so now i pay for a 200mb down connection and 750 gb data cap and the price is triple what I was paying before. Added to that I get aroundnd 100-110 maximum speeds and usually far less than that.

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**Ticket: # 1248518 - INTERNET STILL KEEPS DROPPING**

**Date:** 10/8/2016 4:34:58 PM

**City/State/Zip:** Weatherford, Oklahoma 73096

**Company Complaining About:** AT&T

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**Description**

Problem is NOT A LOOP PROBLEM!!!! we have had same issue over and over My modem lights are all green ...doesn't matter what speed they say I need to be on to stabilize .....if they put me on 6 or 12MPS my internet will drop from 3-6+MPS I found it will happen mostly between 8-10pm I am at work most days so I am not sure what other times it drops out.. I call tech support and have them check when it happens. they can't explain it... One tier 2 tech support rep even asked me at what point will I give up???? REALLY.... I have been getting 12MPS with NO ISSUES only in the last few months it has changed and service is not consistent... I have been on the phone so much with At&T tech support and Uverse on Facebook I almost feel they owe me a salary... Still no resolve!!!! either fix it or give me a re occurring credit for what you charge me til YOU FIX it....

TO MAKE IT CLEAR IT IS NOT MY WIRING.. I HAD CAT6 WIRE RAN THROUGH MY HOME... I HAD AT&T INSTALL A NEW MODEM AND A NEW DROP LINE FROM THE STREET CONNECTION TO BACK OF MY HOME CONNECTED TO THE HOME RUN CONNECTION.....

IT IS NOT A SO CALLED LOOP ISSUE..... IT IS NOT THE DISTANCE FROM ME TO THE SWITCH... THERE IS SOMETHING GOING ON BETWEEN MY HOME AND THE SWITCH THAT KEEPS INTERRUPTING THE CONNECTION..

STEPHANIE CALLED ME ABOUT THE ISSUE DID NOT LEAVE ME A PIN NUMBER WITH THE PHONE# TO RETURN HER CALL..seems like a nice way to avoid the issue

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**Ticket: # 1248670 - Comcast usage cap**

**Date:** 10/8/2016 6:30:03 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** Comcast

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## **Description**

Hi there

My name is (b) (6) I am Comcast subscriber with no other options available in my house area. Comcast recently announced that they will be putting cap on usage up to 1TB and they would also charge consumers more for going over data limit. I dont understand how this change justified itself when we are talking about wired connection?

Please, act before the market goes all crazy and uncompetitive .

Thank you

(b) (6)

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**Ticket: # 1248797 - Comcast Data Caps**

**Date:** 10/8/2016 8:11:13 PM

**City/State/Zip:** Houston, Texas 77072

**Company Complaining About:** Comcast

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**Description**

I'm writing to file a complaint about Comcast's recent decision to implement a data cap on my service. There is absolutely no real reason for them to do so. While mobile providers may have an excuse due to how the internet works on mobile networks, there is no explanation as to why my wired internet is now being capped at 1 TB. Companies with a monopoly in many areas shouldn't just be able to force this type of thing on it's customers.

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**Ticket: # 1248819 - Comcast Home Internet Data Cap**

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

**City/State/Zip:** Raymore, Missouri 64083

**Company Complaining About:** Comcast

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**Description**

Soon Comcast will be implementing a home internet data cap for its users. As someone with limited options in my area, this very much concerns me. I already know I approach or exceed their soon-to-be imposed data limit. I work from home, so my home internet is very important, and the idea that they could cap my home internet usage means they could cut off my livelihood and my ability to provide for my wife and infant son.

Please stop this action. The internet is no longer a luxury, but a necessity for banking, research, and interaction with our local and federal government. This would be similar to our grocery stores capping the amount of food we can purchase. In order to function in this society, the internet is a must, and capping it is wrong.

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**Ticket: # 1248852 - Comcast service disruption**

**Date:** 10/8/2016 8:58:06 PM

**City/State/Zip:** West Memphis, Arkansas 72301

**Company Complaining About:** Comcast

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## **Description**

Comcast abruptly stopped our broadband service 2 weeks ago without telling me or my wife they were doing it. When I called customer service, not knowing why it was not working, the customer service rep., who was in another country, told me it was my modem and I needed to purchase another one. I told him that was false that my modem worked fine. Then he told me he would send a tech out the next between 1 and 3 in the afternoon. Nobody showed up. Then I found out that my neighbors Internet was also not working. So I talked with a neighbor who said they told him that they cut it off b/c there was interference coming from our cable lines and the home office could not "hear" on their end. When asked by neighbor why they didn't let us know they said they don't have to let anybody know. They can do it without notice. Now please tell me if you think this is good business practice. I don't. I am very upset they cut my service w/o notice. Please see that this does not happen again. Thank you, (b) (6) Memphis Arkansas

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**Ticket: # 1248885 - Internet issues**

**Date:** 10/8/2016 9:39:12 PM

**City/State/Zip:** Houston, Texas 77090

**Company Complaining About:** Comcast

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## **Description**

Every months I have the same issues with my internet where I lose service for one to two days. I haven't had internet all day long on 10/08/2016 which is being a financial burden on me because I cannot work from home. Again, this is an issue that occurs every month and when I call Comcast there answer is that there is nothing wrong from their end. Today they said that they would credit my account \$11.00. That is an insult. They have cost me \$24.00 an hour and I get offered \$11.00. I am paying for a service that stops working when ever it feels like. I have no internet or phone connectivity.

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**Ticket: # 1248959 - Comcast's data cap plan**

**Date:** 10/8/2016 11:04:59 PM

**City/State/Zip:** Suquamish, Washington 98392

**Company Complaining About:** Comcast

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**Description**

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

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

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

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



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**Ticket: # 1248967 - Internet Service****Date:** 10/8/2016 11:28:55 PM**City/State/Zip:** West Monroe, Louisiana 71270**Company Complaining About:** AT&T

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**Description**

Constant and continued internet outages and lack of connection to internet. AT&T is the internet provider. They have been contacted at least 6 times in the last month or so. The longest outage was over a week waiting on a technician. We have asked for escalation, to have the file noted because of the same problem for such a long period of time. They will fix the problem for maybe four days and then the outages begin again. We have explained it keeps happening and there response is to send a technician - who says they cant find the problem - but try this or that. We pay \$60 per month for high speed DSL and cannot get consistent operating service. We need help getting someone to make AT&T fix our internet. We don't have any other providers in our area that we can switch to or we would have long ago.

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**Ticket: # 1249003 - Comcast Internet data caps****Date:** 10/9/2016 12:22:52 AM**City/State/Zip:** Stafford, Virginia 22556**Company Complaining About:** Comcast

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**Description**

I find it ridiculous that they should be able to cap the amount of bandwidth that we use and charge us more if you go over. This isn't the wireless community and even then they don't even charge you more for over using your data. This is solely based on greed and the want for more money. I have not heard of any other companies that are going this route. Unfortunately, Comcast is my only option for internet and cable where I currently live. This should not be allowed and the FCC should do something about it.

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[Ticket: # 1249020 - Comcast data cap.](#)

**Date:** 10/9/2016 12:48:03 AM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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### **Description**

Adding a cap to a service that has been unlimited forever is wrong. This needs to be looked into.

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**Ticket: # 1249052 - Comcast data cap**

**Date:** 10/9/2016 1:56:09 AM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast is advertising adding data caps to my internet service. First of all, I did not agree to this change without lowering the price of my internet service plan. They are decrease the quality of their product while charging the same amount of money. Second, their target of 1 TB may seem like a large amount of data, but the advancements in online products like streaming videos will use more and more data in the future. Third, the only "competitor" in my area is AT&T and they only provide DSL. This technology is long overdue for an upgrade as it is more expensive and slower than cable. The addition of data caps is a gross abuse of their monopoly for more profit without helping their consumers.

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**Ticket: # 1249301 - intermittent internet**

**Date:** 10/9/2016 12:00:10 PM

**City/State/Zip:** Bethany Beach, Delaware 19930

**Company Complaining About:** Mediacom

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## **Description**

Mediacom has com out 3 times. The techs say the house wiring is fine but it is outside noise on the line. The line guys come out, if they do, as how would I know and say no problem has to be inside.

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**Ticket: # 1249376 - Comcast (cable internet) abusing monopoly status in San Francisco Bay Area**

**Date:** 10/9/2016 1:23:32 PM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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**Description**

Hello, I am an independent engineer working in the tech industry. I rely on fast, efficient internet access for my personal and professional livelihoods. Unfortunately Comcast has been abusing their position as a government-granted monopoly to offer inferior service and charge exploitative prices.

There they are not required to share their infrastructure, and are fighting having to allow competitors to do so tooth and nail. They are completely devoid from market forces. Over the past ten years, my quality of service has degraded and my price has increased fourfold. To give you an example, I pay roughly \$250 a month (\$3000 a year) for a 50mbit/5mbit service with latencies in the 100's of milliseconds to common sites.

They also are using their monopoly anticompetitively to hinder customer access to steaming video, violating "common carrier" requirements. One example of this are the 1TB data caps they recently announced they are unilaterally imposing on customers. Once again, a service degradation is being imposed with no recourse for consumers. This prevents users from having freedom of choice of using steaming video providers like Hulu or Netflix, instead of Comcast's "bundled" TV packages.

Please note this is down from the claimed Unlimited, then "1%", now 1TB. Even a single remote backup of my personal machines can exceed that. Digital video game purchases downloaded for Xbox or Playstation can exceed that.

Finally, they are suing and stonewalling any competitors that enter the market. This monopolistic behavior falls under RICO statutes. Innovative companies like Google Fiber, when they do decide to enter the market, are delayed and delayed and delayed by Comcast (and AT&T!) via frivolous lawsuits while Comcast rushes to deploy a catchup-competition. Then miraculously by the time the obstructionism is cleared, Comcast is somehow able to provide 1Gigabit fiber for \$80 in the same areas it once charged \$250 for 5mbit cable -- and absolutely nowhere else. (Funny how that works?)

There are even publicized and documented cases of collusion with incumbent politicians and questionable campaign contributions leading to preferential treatment. I've attached some supporting evidence to that from other states.

Please stop facilitating and permitting this anticompetitive and monopolistic behavior by Comcast. We consumers are literally being held hostage by a utility. Please allow competitors to use our common, paid-for, subsidized infrastructure. Government-granted monopolies were intended to prevent infrastructure "haphazardization". Not facilitate exploitation and abuse of the American public.

With due regard and concern,  
<Name left out per request, a US Citizen>

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**Ticket: # 1249472 - Customer Support Issues**

**Date:** 10/9/2016 2:44:05 PM

**City/State/Zip:** Greenwich, Connecticut 06830

**Company Complaining About:** Verizon

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**Description**

I seem to encounter ongoing issues with Verizon Customer Support that results in lengthy calls that resolve very little. I have upgraded services and the email confirmations weren't available for a couple of days. Some emails which relate to improving the customer's understanding of what they ordered involve video links which do not function. In trying to resolve issues directly with front line support, I'm told several times that they sent an email when in fact I don't receive them. When I ask which email address they sent them to after providing essential identification, they claim they know the email address, then they don't, then they want it from me so that the conversation becomes meaningless.

I've renewed my contract, discussed terms on the phone, received a confirmation with different terms, called back immediately and tried to resolve the issue with Executive Support and have been lied to. Very little was resolved.

I have complained to them about serious privacy issues involving emails not being properly maintained on their servers to no avail. I explained that there were problems with phone calls apparently not being received and asked to review a month's worth of data for a given phone number and they cited I would require a court order.

So, as a consumer who pays his bills immediately and contacts them only when there is a real need to discuss an issue, they create a situation where the issues linger to some degree endlessly. Each complaint filed to resolve things that should have been resolved results in my having a track record of filing complaints that really are the result of inaction on their part.

Full range quality phone services are limited as we have a handful of major telecommunication companies. Hence, dealing with Verizon, which provides the best range of products and services in my area is necessary even if I experience problems. Verizon is the only service provider that offers the best cell coverage, the best digital services and full service repair. Hence I rely on them for personal and business use. But, as a company with extreme market penetration that limits the average consumer, the end result is that this type of poor customer support and all the privacy and other issues mentioned are serious in that recourse is somewhat limited.

NOTE: My account number was just changed to 1525247010001 from 2035329492481 as I converted to digital services. This complaint involving the issues described concerning not receiving email confirmations relating to this new service is a factor in filing this as it is a repetitive problem. I'm attaching an example of an email that doesn't include a video link that they claim they sent as we talked today (despite telling me they don't know my email address) and which I never received

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**Ticket: # 1249478 - AT&T is misstating its functional Internet speeds which do not support VOIP telephony.**

**Date:** 10/9/2016 2:50:03 PM

**City/State/Zip:** Madison, Wisconsin 53713-1927

**Company Complaining About:** AT&T

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## **Description**

Due to the excessive buffering (termed "jitter" or "bufferbloat" in Internet parlance) that AT&T has built into its Internet system, it does not support VOIP telephony, even at relatively high speeds where a consumer would expect it to. For instance, at its advertised 12 Mbps rate (measured at 12 Mbps down and .9 Mbps up) outgoing calls on the Ooma Telo become unintelligible since spoken syllables are dropped due to "packet loss" (caused by the referenced buffering.) AT&T could remedy this problem (according to Ooma tech services) by limiting jitter to no more than 5 milliseconds, rather than the 14+ milliseconds (as measured) that it allows. Nonetheless, not only does AT&T decline to do so, but it has kept its technicians (in India) ignorant of the problem, leading to lengthy and frustratingly feckless telephone calls.

AT&T's strategy is false advertising. Consumers purchase AT&T's Internet service based on misleading data provided by AT&T. One may plump for AT&T in the belief that its speed and price are a good bargain compared to its competition, only to discover (as did I) that its advertised speed is functionally useless and not at all comparable to that provided by other services.

AT&T should be compelled to reduce its buffering and to offer "true speeds" so that a consumer can make an informed decision on his purchase. Additionally, AT&T's customers who have seen their VOIP telephony transmissions disabled by this deception should be reimbursed in toto for all the fees that they have paid to AT&T since the inception of their service, and should be provided reduced-buffer Internet service at the same speed and price that they paid for the functionally useless one.



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**Ticket: # 1249509 - Connection Constantly Dropping**

**Date:** 10/9/2016 3:21:35 PM

**City/State/Zip:** Hoboken, New Jersey 07030

**Company Complaining About:** Verizon

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### **Description**

About every single day sometimes multiple times a day the internet drops and loses connections for varying amounts of time. It can last for an hour or a few minutes but consistently occurs. I have contacted Verizon over the issue but they seem to be of no help.

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**Ticket: # 1249931 - 1T of data from Comcast**

**Date:** 10/9/2016 10:10:55 PM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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## **Description**

How can it be legal that Comcast can now put a cap on out data? Please investigate. They have to stop robbing their customers!!!

(b) (6)

Monument CO

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**Ticket: # 1249955 - Comcast Data cap**

**Date:** 10/9/2016 10:51:16 PM

**City/State/Zip:** Cypress, Texas 77429

**Company Complaining About:** Comcast

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### **Description**

Data caps on internet usage is an absolute joke and an abuse of power. These caps should be banned. This is a slippery slope where they will get the cap in place, then lower it to increase profits. It's a monopoly and should be stopped.

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**Ticket: # 1250030 - Data caps**

**Date:** 10/10/2016 12:53:22 AM

**City/State/Zip:** Wheaton, Illinois 60187

**Company Complaining About:** Comcast

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### **Description**

Comcast is pushing data caps on its users, which is effectively throttling and/or charging extra penalties for users based on their usage. This is not only unreasonable, it's blatant extortion. Please consider a ban on data caps.

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**Ticket: # 1250137 - Comcast and frequency jammers**

**Date:** 10/10/2016 6:25:02 AM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

I continue to have a problem with Comcast after filing numerous complaints about Comcast monitoring and shutting down the internet to gain access to my home this has occur many times .my security provider ADT has been to my home a number of times replacing damaged equipment from these break ins every time ADT comes to my home a Comcast employee either show up Unannounced / no appointment scheduled or I will receive a text message regarding an appointment scheduled which is unauthierized by the home owner. On 10/6/16 Comcast had a scheduled appointment at 10: o'clock am later that day ADT had scheduled appointment at my home again Comcast showed up on announce the tech knocked on the door she had no idea why she was at my house. On the 10/6/16 morning appointment the tech conform the use of frequency blocker used in the area I'm aware of some of the surrounding homes using the jammers this needs to be investigated I know it is illegal to use one of the devices . For the past year and half these devise have been affecting my services which I paid for and needs to be looked into thank you

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**Ticket: # 1250246 - Internet Data Cap**

**Date:** 10/10/2016 9:33:01 AM

**City/State/Zip:** Houston, Texas 77015

**Company Complaining About:** Comcast

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### **Description**

I am totally against the Internet Data Cap and completely disagree with the new internet data cap that Comcast is promoting and enforcing upon its consumers. Please reconsider this and reevaluate the options, thank you.

-Satisfied Customer (At the moment)

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**Ticket: # 1250570 - Comcast 1TB datacap**

**Date:** 10/10/2016 12:09:49 PM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** Comcast

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## **Description**

I would like to learn why this is neccessary?

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**Ticket: # 1250657 - Sprint interfering with calls on another provider**

**Date:** 10/10/2016 12:39:21 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Tracfone

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## **Description**

Calls & texts to (b) (6), a number serviced by Tracfone, are being redirected to an old Sprint phone from a closed account. Texts are delayed by as much as 48 hours though they appear on the old phone immediately. Calls go straight to voicemail only on the old phone. Sprint has recently started collection agency action for this 'service' though they never billed in the first place. Sprint has hung up on me (I wasn't yelling) when I called and then missed an appointment I had made and then failed to call back on this matter.



---

**Ticket: # 1274941 - Re: [FCC Complaints] Re: website domain**

**Date:** 10/18/2016 7:21:31 PM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** AT&T

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**Description**

This is a follow-up to your previous request #1264331 "website domain"

thank you

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**Ticket: # 1268407 - Daily outages**

**Date:** 10/14/2016 9:52:35 PM

**City/State/Zip:** Merrick, New York 11566

**Company Complaining About:** Optimum

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**Description**

Every night after midnight we lose service for hours.

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**Ticket: # 1251141 - Data cap on Xfinity Internet**

**Date:** 10/10/2016 3:50:15 PM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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**Description**

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

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

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

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[Ticket: # 1251150 - Comcast data caps](#)

**Date:** 10/10/2016 3:52:49 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast

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## **Description**

Threatening to instate data caps in response to the desire under measure 97 for corporations to pay a fair share of taxes in Oregon is a ludicrous scare tactic that amounts to corporate bullying of the waning American middle class

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**Ticket: # 1251323 - Issues receiving Comcast services****Date:** 10/10/2016 5:04:09 PM**City/State/Zip:** Redwood City, California 94065**Company Complaining About:** Comcast

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**Description**

I've called and e-mailed Comcast numerous times over the last few months (approximately 10 times), and had three or more technicians work on our house, to improve an ongoing signal issue with our Comcast services (6+ months now) . A few times a day, all of our Comcast services - television, home phone, and high-speed Internet - will go offline, typically at the same time of the day. The several Comcast technicians that have visited our house failed to resolve our problems, and in fact one of them made our problems worse. The last technician, Muhammad, came to our house around the end of September, and said the issue is not with our house but rather the cable distribution box in our neighborhood's weak signal. Muhammad assured me he would speak to his supervisor, Michael, about our situation and would follow-up. It's been a few weeks and I have yet to hear from the representative, his supervisor, or anyone from Comcast - and all this time we're still having connection issues.

---

**Ticket: # 1251462 - STOP THE DATA CAPS**

**Date:** 10/10/2016 6:07:41 PM

**City/State/Zip:** Denver, Colorado 80204

**Company Complaining About:** Comcast

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**Description**

It's unacceptable to have data caps on my personal internet usage.

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**Ticket: # 1251551 - Internet service very slow**

**Date:** 10/10/2016 6:52:41 PM

**City/State/Zip:** Washington, District Of Columbia 20019

**Company Complaining About:** Comcast

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### **Description**

I have the highest speed with comcast and I am not getting the highest speed, comcast has been out to change my box and still the same problem..I haven't always had this problem, within the last 5 years this has been an major problem...it's not fair that we are paying for something we are not getting...when comcast did a speed test the speed thats coming thru is less than what I suppose to have and they don't seem to know why and very unsuccessful in fixing the problem.

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**Ticket: # 1251630 - WiFi blocking isolated in San Francisco**

**Date:** 10/10/2016 7:32:36 PM

**City/State/Zip:** San Francisco, California 94104

**Company Complaining About:** Level 3

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## **Description**

We are noticing that there is some sort of WiFi blocker in our area. Our WiFi doesn't work at all and we have done all the troubleshooting and found out there is a blocker. I have attached a screenshot



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**Ticket: # 1251767 - Complaint re: Mediacom Internet**

**Date:** 10/10/2016 8:52:24 PM

**City/State/Zip:** Waukeee, Iowa 50263

**Company Complaining About:** Mediacom

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## **Description**

I am paying for 100Mb service, but usually can only get 1-2Mb. Service is often down or unusable. Issue has persisted for a month, and Mediacom is unwilling to address the problem in any kind of timely fashion. Techs have been in my home and reported the issue is with the drop in my neighbors back yard. However Mediacom will not come out to fix the issue, and our neighborhood has NO other boadband internet provider options.

---

**Ticket: # 1251844 - AT&T DSL slower and slower**

**Date:** 10/10/2016 9:59:22 PM

**City/State/Zip:** Tallapoosa, Georgia 30176

**Company Complaining About:** AT&T

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### **Description**

Continue to decline in speed of DSL with AT&T. Keep calling AT&T says nothing is wrong . Try to work remotely And can't due to speed of DSL worse and worse since two sets of chicken houses have come near us on (b) (6) Tallapoosa Ga

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[Ticket: # 1251909 - data caps being implimented on rate limited line](#)

**Date:** 10/10/2016 10:36:16 PM

**City/State/Zip:** Plymouth, Minnesota 55447

**Company Complaining About:** Comcast

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## **Description**

I have a rate limited line and am now going to have capped data starting November 1st. This is counter intuitive. Either I should have unlimited speed up to a certain amount, or pay for a specified speed and have no caps.

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**Ticket: # 1252510 - random disconnection**

**Date:** 10/11/2016 11:33:25 AM

**City/State/Zip:** West Springfield, Massachusetts 01089

**Company Complaining About:** Comcast

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## **Description**

My comcast service was fine then I started having a random disconnection issue. comcast told me since my modem was end of life I needed to purchase a new modem before they could resolve my issue. after purchasing my new modem which is a modem on their list of approved modems, I have been having the same random disconnections. they usually happen between 12 midnight and 8 am. I told them at the time, I am disabled and am on a fixed income and if I had to spend \$100 on a new modem when I do not have the extra money to buy it even if it was going to cause me to have a hardship, that they better fix the problem or I would be filling a complaint, how ever I guess they are not taking this issue seriously. as the issue has not been resolved and when I call in all I get is excuses. so now I am filling a complaint.

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**Ticket: # 1252606 - Data Caps for ISP****Date:** 10/11/2016 12:12:20 PM**City/State/Zip:** Thornton, Colorado 80233**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

My family recently received a notification from Comcast that they will start enforcing Data Caps of 1TB. Considering how expensive internet is already, enacting a data cap is clearly an attempt to generate funds from "overages". Going over the 1TB will cost \$200! This is outrageous and unacceptable. Please also consider that if a customer uses a comcast modem with wifi, they create "Xfinity WiFi Hotspots" from that modem meaning that the customer pays for the electricity used by an unapproved "guest user" and then possibly for any overages that that user incurs! Internet availability and affordability are crucial components of American commerce, large and small. It keeps us competitive in today's global market and if we allow Comcast to set such outrageous rules for themselves, we will see the American Internet Landscape turn into an ISP desert. There's no reason that other countries, such as South Korea or Vietnam, should have better, faster and cheaper internet than the U.S.

Sincerely,

A concerned citizen

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**Ticket: # 1253054 - Frontier- No internet service and they cannot find the issue**

**Date:** 10/11/2016 2:14:51 PM

**City/State/Zip:** Tampa, Florida 33613

**Company Complaining About:** Frontier Communications

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## **Description**

On October 7, 2016 in the morning I noticed that the internet was not working. I assumed it was due to Hurricane Matthew imminent landfall but that was not the case. I called Frontier that afternoon to report the internet service being down. They replied that they were aware of the issue and should have it resolved shortly. I called back every day since Friday checking on the status of the service. I was told that we were 1 of 50 families that have been impacted by the interruption and as of today Tuesday, October 11th there is no answer as to why the routers work but the internet does not. I had to go out of pocket to get a mobile hotspot for my daughter whose school utilizes.

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**Ticket: # 1253342 - Comcast Data Caps Unreasonable! No Alternatives**

**Date:** 10/11/2016 3:20:46 PM

**City/State/Zip:** Aurora, Colorado 80016

**Company Complaining About:** Comcast

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**Description**

Comcast is going to impose a 1024GB/Mo data cap on my household starting November 1st. This is unreasonable, because we are already being charged \$110+ monthly for internet access. In many places, internet is unlimited, faster AND cheaper. I have considered switching internet providers, but the only other provider in our area also caps our usage.

I limit use of my cellular telephone for fear that Verizon will suck my wallet dry. I wait to get home to use much internet. This new data cap only means now I have to worry about being charged more, sucking my dry wallet even drier because my wife likes to fall asleep to Netflix.

These caps mean I can no longer use cloud backup systems... Unless I fork out \$50 more for internet I'm already paying \$110+ for. One of my PCs holds 1.5 TB of data. To back up this ONE computer to the cloud on a monthly basis... Comcast wants \$600 more per year, for a service I already pay \$1300+ for. In total, Comcast wants me to pay nearly \$2000 per year now if I am to use cloud backup services... To me it's like doubling the cost of internet. We can't afford this, and there are no alternatives.

Comcast will say that in the short term 99% of their customers will never go over this cap. All this does to customers is restrict their ability to use their internet that we already pay out the ass for. Comcast is literally holding customers hostage with a service we already pay for, threatening to charge us more and more and more for something we never had to worry about before.

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**Ticket: # 1253410 - Comcast keeps purposely disconnecting my internet****Date:** 10/11/2016 3:36:48 PM**City/State/Zip:** East Brunswick, New Jersey 08816**Company Complaining About:** Comcast

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**Description**

I was working from home today when I noticed Comcast employees on my front lawn, messing with my cable box. My internet and TV service are both dropped simultaneously. I went outside to inquire if there was an estimated time my internet would come back up, and was told, "it'll be up as soon as we're done." I go inside, and as soon as I'm opening my door, they leave. I call Comcast, who forward me to a supervisor, (b) (6). Unable to call dispatch and figure out what happened, he makes a ticket(no. 038808160) for a technician to come back. I voice my suspicion that the employees that were on my property earlier were only there to turn off my service, as has happened multiple times before. He assures me that's not the case and I explain that a past technician has previously explained to me that it's their policy to manually turn off a house's connection when the noise/interference level reaches a certain point. This has happened multiple times, and multiple times I've had to schedule a new technician to come and determine that the noise was not coming from my address. (b) (6) then hangs up on me. I literally hear the plastic handset hit. I call back, and am told that they will make an 'alert' for him to call back. A call that I'm still waiting for... A while later, a technician shows up to my house, inspects my lines, and what do you know, the noise/interference wasn't coming from my house, and the technician that was at my house earlier was only there to turn off my service. This has happened multiple times, and they attempt to charge me for the technician visits for problems they create. I've had the same wiring replaced around 4-5 times in the last year, even after they've determined the interference isn't coming from my house. I desperately wish there was a real competitor in my area, East Brunswick, NJ, that offered internet connections above 15mbps. If there was, I would no longer be forced to suffer these sabotages and predatory billing practices.



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**Ticket: # 1253436 - Comcast Internet Data Usage Plan Discrimination**

**Date:** 10/11/2016 3:42:06 PM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Comcast

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**Description**

Comcast will begin implementing a "Data Usage" plan in Washington state that effectively discriminates against websites and online services that use more bandwidth (such as streaming video services or gaming services). The data usage plan limits use of my existing internet plan to a 1TB cap (before charging overages). To obtain the same, unlimited, use of my existing internet plan that I had before this data usage plan is implemented, I now have to pay more to Comcast.

The data usage plan is discriminatory and a lightly-veiled price increase being forced upon all of Comcast's internet customers in my area.

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**Ticket: # 1254372 - Complain against Atlantic Broadband Miami Beach, FL**

**Date:** 10/11/2016 7:53:06 PM

**City/State/Zip:** Miami Beach, Florida 33139

**Company Complaining About:** Atlantic Broadband

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### **Description**

Service Provider had multiple outages on Monday 10/10 & Tuesday 10/11. Internet drops out at least once per hour. When I called to inform regarding service interruption I was put on hold multiple times without addressing the issue. I asked multiple times for a supervisor but been placed on hold for 1 hour 45 minutes. Great customer service.

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[Ticket: # 1254463 - xfinity data cap](#)

**Date:** 10/11/2016 8:29:44 PM

**City/State/Zip:** Stockton, California 95203

**Company Complaining About:** Comcast

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## **Description**

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

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

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**Ticket: # 1254521 - Comcast recently rolled out a 1TB cap on data usage.**

**Date:** 10/11/2016 8:48:19 PM

**City/State/Zip:** Mingo Junction, Ohio 43938

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

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

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

Sincerely,

(b) (6)

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[Ticket: # 1254534 - Internet data cap](#)

**Date:** 10/11/2016 8:53:04 PM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** Comcast

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### **Description**

When i signed up for xfinity it was an unlimited data contract. Now they are switching it in November which is unfair. They switched it and broke contract.

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**Ticket: # 1254586 - Guarantees**

**Date:** 10/11/2016 9:16:49 PM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast

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## **Description**

How can a company GUARANTEE their service is the best, but when it falls short of everything they promise, they do nothing. How can contacts be one sided? If I don't follow my end, I pay a penalty, if they don't follow their end, too bad? Can they refuse you a readable copy of your "contract"?

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**Ticket: # 1254863 - Data Cap**

**Date:** 10/11/2016 11:37:27 PM

**City/State/Zip:** Bothell, Washington 98011

**Company Complaining About:** Comcast

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## **Description**

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

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

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**Ticket: # 1255008 - New Comcast Data Caps**

**Date:** 10/12/2016 2:23:39 AM

**City/State/Zip:** Peachtree Corners, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

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

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



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**Ticket: # 1266910 - SPAM**

**Date:** 10/14/2016 4:24:29 PM

**City/State/Zip:** Lorton, Virginia 22079

**Company Complaining About:** Verizon Wireless

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## **Description**

(b) (6)

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**Ticket: # 1255207 - Opposition to Comcasts 1TB data cap**

**Date:** 10/12/2016 8:09:29 AM

**City/State/Zip:** Mount Airy, Maryland 21771

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

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

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

Sincerely,

(b) (6)

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**Ticket: # 1255269 - Comcast data cap**

**Date:** 10/12/2016 8:49:52 AM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## Description

WEB LIFENEWS

Opposing Comcast's Internet Bandwidth Cap (Opinion)

by (b) (6) October 11, 2016 at 6:30 PM

The news of Comcast capping Xfinity monthly internet data usage at 1TB was unfortunate for many of the company's subscribers (it's already pushed to 16 markets, with another 18 getting the cap on November 1), but perhaps it may not strike you as pressing and potentially threatening. A full terabyte of bandwidth--that's not too bad, right? After all, even hardware enthusiasts and internet power users don't use that much data. Looking back at my own previous months, even during heavy internet usage I've averaged little over a half a terabyte month-to-month, and that's with a decent amount of gaming and streaming.

It is perfectly understandable if you missed the news. That would be the ideal, in fact. That you missed it. That you ignore this. The preference would be that you shrug with indifference at the lofty cap of one full terabyte of data usage per month. Perhaps even that you nod in appreciation for the concept that those scant handful of bandits rocking out at multiple terabytes of data per month have their comeuppance, and finally pay their fair share for squandering the bandwidth and hogging all those precious interweb tubes.

But don't be lulled into a false sense of security because this change may not immediately affect you. This is a trap set for a future that will be here very, very soon.

Data Rationing

Imposing a data cap could eventually help Comcast set up a tiered system by which volumetric access to data is rationed out, much like the current restrictions on the speed with which that data is delivered. The new data cap starts at 1TB, but that's just the beginning.

With Xfinity, Comcast already offers a minute discount for subscribers who use less than 5GB of internet data per month. To me, this latest roll-out is the first step in a plan to commoditize the amount of data people use. It also reeks of a last-ditch effort to stave off the recent flood of cord-cutters seeking to avoid the drudgery of a bloated and costly cable television subscription.

If you don't like the new data cap, you have the "option" of "opting out" of the data cap for a mere \$50 extra per month. That's if you enroll in the "Unlimited Data Plan" before going over your allotted amount of data. If you don't, you'll be charged by the gigabyte in blocks of 50GB for \$10 each. If you live in an area where Xfinity is your only option for internet service due to Comcast's aggressive lobbying of local municipal governments to establish itself as a monopoly, good luck! You will not be provided with alternatives that are, to use the company's own adjective, "Comcastic."

Capping data usage is a clue that Comcast is not interested in investing in nor improving on its provider infrastructure. Because it does operate as a monopoly in many areas, choice is deeply limited, and most will have no recourse but to accept the new limitations or pay dearly for the ability to use their bandwidth as previously agreed.

This Is Fine, Trust Us

Some Xfinity subscribers have been displeased by the recent news. In response to the withering criticism and scathing articles on the subject of the recent caps, Comcast released a short video on YouTube. Fair warning: if you are currently a customer of Comcast and suffer from high blood pressure, it may be worthwhile to skip this.

#### Comcast: This Is Fine

You may notice that comments were turned off for that video. We can only guess as to the reason. Are you sufficiently placated now that you know how crazy big a terabyte is? If you were able to watch that patronizing video without the veins popping in your head, you might remember the classic quote attributed to Bill Gates after IBM introduced the PC's RAM limit: "640K ought to be enough for anybody."

Similar stories of tech innovators quipping that one day computers "might be small enough to fit inside a house" abound, but this attempt to mollify the critics of the data cap is as cringe-inducing as it is nauseating. Virtual reality and 4K televisions and monitors are here, right now, and they come with a burgeoning increase in demand for higher definition content. Netflix and other streaming providers are readying 4K content. Comcast seeks instead to offer the minimal data required for cat pictures, tweets, and animated GIFs.

This latest slight against the entire internet goes above and beyond the customer service woes that forced the company known as Comcast to rebrand service under the new spin-off name of "Xfinity" in an attempt to escape the self-inflicted damage to its brand. Capping bandwidth into tiers goes beyond the extortive, monopolistic practices that made internet access in the United States cost roughly 3.5x more than it does in Europe for similar service, according to analysis from the Center for Public Integrity.

#### Action

The FCC should investigate Xfinity's recent capping of data usage at 1TB. For existing customers, this stands as a bait and switch. Consumers were sold something that came with a set of expectations, and then that something was changed, leaving many with no choice or leverage. Comcast seems to be employing the boiling frog approach with data caps, rolling them out slowly with limits that seem reasonable at first. The temperature-sensitive amphibians among us have taken notice, and now you can croak your loudest in response.

If you wish to issue a complaint to the FCC on this matter, and tell them that you oppose the latest move to cap bandwidth, you can do so [here](#).

Here's a sample letter:

Dear FCC,

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

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

Sincerely,

(b) (6)

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[Ticket: # 1258076 - Data caps](#)

**Date:** 10/12/2016 2:45:34 PM

**City/State/Zip:** Merrimack, New Hampshire 03054

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti consumer and process of tech

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**Ticket: # 1255424 - Comcast Bandwidth Cap**

**Date:** 10/12/2016 10:07:24 AM

**City/State/Zip:** Boca Raton, Florida 33428

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

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

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

Sincerely,

(b) (6)

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**Ticket: # 1275765 - Internet Cloning/Twin WiFi**

**Date:** 10/19/2016 10:57:25 AM

**City/State/Zip:** Richardson, Texas 75082

**Company Complaining About:** AT&T

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## **Description**

Instances of cloning wifi signal to steal sensitive information.

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**Ticket: # 1255736 - I oppose the latest move to cap bandwidth**

**Date:** 10/12/2016 11:20:16 AM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

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

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

Sincerely,

(b) (6)



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**Ticket: # 1255740 - Comcast Data Caps**

**Date:** 10/12/2016 11:20:59 AM

**City/State/Zip:** St. Paul, Minnesota 55105

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

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

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

Sincerely,

(b) (6)

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**Ticket: # 1255830 - Internet connectivity issues**

**Date:** 10/12/2016 11:36:27 AM

**City/State/Zip:** Elverta, California 95626

**Company Complaining About:** Comcast

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## **Description**

For months and months we have had internet connectivity issues and have had several technicians come out to our house to find that there is nothing wrong with any of the cable lines coming into the house or the equipment at the house.

Through years of this issue our internet goes out, drops, resets and then at times is slow.

We have suspected that Comcast is purposefully slowing down our internet when we use Netflix specifically or Hulu. I do not know if internet throttling is illegal when you pay for a specific speed.

However that is a completely separate issue.

After years of complaining, receiving credits and having technicians come out to our home to test our internet lines and equipment we finally found out what is happening.

There is a node in our area that needs to be replaced. Apparently Comcast had to request/petition for specific funds to replace the node in our area and the replacement of the node has recently been approved after years of knowing it was faulty. Also we found out that the node will not be replaced for about 18 months. So Comcast will continue to charge customers full price for known faulty equipment. Is this legal. Doesn't seem like it should be.

Comcast even credited our bill for a full months service over this issue. No explanation into the notes as to why it was credited. Just magic. I do not know if they were doing this as a 'I'm sorry we've been little shits to you and have been charging you for a service that we cannot completely provide, here's some hush money, please do not tell anyone'. Now as to say if they really thought this, I do not know. But it does not seem right to charge full price for services that they cannot provide.

Thank you for looking into this issue.

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**Ticket: # 1256074 - Do not allow Comcast to enforce data caps!**

**Date:** 10/12/2016 12:11:55 PM

**City/State/Zip:** North Bend, Washington 98045

**Company Complaining About:** Comcast

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## **Description**

Comcast is now enforcing a data "cap" of 1TB . The way we (the consumers) consume our entertainment is changing as it changed from the radio era to the TV and now TV to internet. Don't allow a company we are forced to be with force a cap on us.

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**Ticket: # 1256076 - Do not allow Comcast to enforce data caps!**

**Date:** 10/12/2016 12:11:57 PM

**City/State/Zip:** North Bend, Washington 98045

**Company Complaining About:** Comcast

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## **Description**

Comcast is now enforcing a data "cap" of 1TB . The way we (the consumers) consume our entertainment is changing as it changed from the radio era to the TV and now TV to internet. Don't allow a company we are forced to be with force a cap on us.

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**Ticket: # 1256224 - Comcast Data Cap**

**Date:** 10/12/2016 12:30:55 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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**Description**

After I signed up for an internet plan that included no cap, suddenly Comcast in San Francisco limits my data usage to 1TB per month. This is ridiculous, I see no reduction in my bill for a now limited service.

The UN has stated that access to the internet is a human right, to start imposing caps is tantamount to limiting the amount of water or electricity I have access to each month.

This must be overturned as a clear violation.

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**Ticket: # 1256309 - Data blocking**

**Date:** 10/12/2016 12:39:26 PM

**City/State/Zip:** Longwood, Florida 32750

**Company Complaining About:** Houston Intercontinental Airport

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## **Description**

I have 4G LTE with greater than 50% signal strength, yet suspiciously the internet connectivity on all devices (laptop via AT&T hotspot or T-Mobile iPhone 6s Plus hotspot, iPhone 6s Plus as a stand alone) is slow or unresponsive. Once I am clear of the property grounds the connection is much faster. I don't believe it is related to the farad cage effect because my cell signal is too strong. This is very common at most international airports in the US. This is censorship because it forces me to use their wifi whether or not they charge for the connection.

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**Ticket: # 1256403 - Comcast Data Caps in California**

**Date:** 10/12/2016 12:44:52 PM

**City/State/Zip:** Cerritos, California 90703

**Company Complaining About:** Comcast

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**Description**

The implementation of Comcast's data caps in California is a dangerous and slippery slope on a utility that is so vital to so many residents. If this precedent is allowed to move forward, it is only a matter of time before caps get smaller and charges go up for those without alternatives.

There is tons of data and research to show that caps are NOT necessary to ensure all customers receive their promised bandwidth, and it does NOT enhance the user experience in any way. This is simply a money grab ploy, and the only thing consumers can do is look to the government for help. If there are no other options besides capped internet there is literally no other choice. You wouldn't ask someone to discontinue electricity or water, and in the year 2016 that is essentially what the argument for simply "going without" would mean. Please help the consumer.

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**Ticket: # 1256416 - Salesman Interfered with transfer**

**Date:** 10/12/2016 12:45:34 PM

**City/State/Zip:** Denver, Colorado 80222

**Company Complaining About:** Comcast

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**Description**

My business was downsizing and leasing our office space to another business. Per the Comcast transfer policy, the new tenant and I agreed to transfer the Comcast Business Internet service to the new tenant.

When the new tenant contacted Comcast for the transfer, the commission-based salesperson told them that they could not transfer the business account. The new tenant believed the salesperson and opened a new account instead.

This left my business with a multi-year business service contract that we couldn't use. After multiple heated discussions with Comcast, I was unable to get through their bureaucracy. They stated that many customers in this situation transfer the Business Service Internet to their home.

Since I also had Comcast Residential Service at my home, which does not have a contract, transferring the account sounded like an easy work around. Therefore, I transferred the Business Service to my home and cancelled my Residential Service.

Once the Business Service was transferred and Residential Service cancelled, I contacted Comcast in order to add TV service to my Business account. Comcast refused to add TV service because my Business Service was now being delivered to a residential property.

The Comcast's salesperson interfered with our Business Service transfer due to pressure and incentives to open new accounts. This has left my business with having to deal with the financial obligation that should have been transferred as well as the bureaucracy of Comcast and not being able to get additional services because of my location.



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**Ticket: # 1256425 - Comcast Bandwith caps**

**Date:** 10/12/2016 12:46:20 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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### **Description**

In November Comcast is forcing caps on the service I use while still having me pay the same amount for unlimited before. This stifles my use of the internet and feeds into Comcast's greed.

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[Ticket: # 1256442 - Comcast adding data limits](#)

**Date:** 10/12/2016 12:47:56 PM

**City/State/Zip:** Vancouver, Washington 98683

**Company Complaining About:** Comcast

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### **Description**

I called comcast to talk about my bill. It asked me if I have questions about the new data limit... I was curious I heard that they were testing it, but I didn't think it was true. So I now have a limit on my data... Um noooooo. This is wrong, comcast is evil, money hungry and greedy!!! And I will not put up with this!!!

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**Ticket: # 1256838 - NO INTERNET CONNECTION**

**Date:** 10/12/2016 1:16:13 PM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Verizon

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**Description**

I am a 25+ year customer of Verizon, and I have been experiencing a "NO INTERNET CONNECTION" issue on various occasions, where I am complete shut down from each and everything, for days at a time. My analog phone line is the primary source that provides the internet and Wi-Fi, and the hotline reps waste a lot time in getting you someone that can actually help and rectify the line issue. If this is going to continue occurring, then Verizon needs to come up with a technical requirement to have the ability to REPAIR THE LINE FROM THEIR END INSTEAD OF MAKING CUSTOMERS WAIT 5 TO 7 DAYS FOR SOMEONE TO COME OUT! OR, recommend another alternate carrier to provide internet connection in the interim, until they can get their act together!! THIS is NOT ACCEPTABLE!!! As a senior citizen with no one to help me out, if I ever find myself in a dire emergency with no ability to communicate or call for legal help, I will file a giant law suite against the phone company (if I live to do so)!

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**Ticket: # 1256967 - internet data cap**

**Date:** 10/12/2016 1:24:29 PM

**City/State/Zip:** Barrington, New Jersey 08007

**Company Complaining About:** Comcast

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## **Description**

i believe that for net neutrality to occur we need to stop ISP from limiting the amount of data a consumer can consume. because of the limiting of data certain companies will become less desirable and puts an obstacles in the way of productivity and media. for instances higher resolution videos and streaming of online content. Please stop ISP from implementing data caps on internet services.

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**Ticket: # 1257061 - Comcast Data Caps**

**Date:** 10/12/2016 1:31:25 PM

**City/State/Zip:** Los Angeles, California 90033

**Company Complaining About:** Comcast

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## **Description**

I am a web developer that works from home. My wife works from home as well and we rely on our internet connection for our livelihood. We have to move off comcast because the caps were extremely restrictive and we were not able to do our jobs. this is something that is extremely problematic and not in line with innovation. we use more bandwidth as things improve, why is comcast limiting us when even mobile carriers are doing unlimited now? this is anti-consumer

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**Ticket: # 1257183 - NO DATA CAPS!**

**Date:** 10/12/2016 1:39:15 PM

**City/State/Zip:** Marlton, New Jersey 08053

**Company Complaining About:** Comcast

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**Description**

As a cord cutter who uses my internet to watch tv, like Netflix, Hulu, HBO and such, streaming HD video will chew up a data cap in no time.

UNCAPPED DATA ONLY PLEASE

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**Ticket: # 1257240 - Comcast Data Caps****Date:** 10/12/2016 1:43:41 PM**City/State/Zip:** Concord, California 94520**Company Complaining About:** Comcast

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**Description**

Comcast has sent me an email stating that they will now be capping my data and there is nothing I can do about it. I have no other options to switch to due to their monopoly in my area. I'm being forced to accept a change to my term of service without my consent. I have been a customer of theirs for 8 years, and this move to regulate how much data I can use is a giant step in forcing me to use my service less. I do not use cable or satellite, and stream all of my shows via my internet connection. I currently pay for their 250mbps speed (fastest they offer me) and based on my speeds I can theoretically pull 78 terabytes of data a month if I ran my connection at full speed. By limiting me to 1 terabyte they are taking away my ability to use fully use the product/service I am paying for. They are also not reducing my cost due to this new reduced service.

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**Ticket: # 1257293 - Internet data caps**

**Date:** 10/12/2016 1:47:45 PM

**City/State/Zip:** Mashpee, Massachusetts 02649

**Company Complaining About:** Comcast

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## **Description**

Internet data caps are a VERY bad idea in todays world, today a lot of people use the internet for almost everything and pay a hell of a lot for it. I myself have Comcast, and I've been hearing that they are implementing data caps all over the country and although my state isint currently up for data caps, it's not a fun thought to think about managing home data (or cellular for that matter.) When people have security, home automation, jobs and so on going on from home, data caps are a terrible idea designed by companies that don't want to upgrade infrastructure but punish their users since they control the market. This NEEDS to stop so that the internet has a bright future, and not a dystopian data cap, regional monopoly future.



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**Ticket: # 1257318 - Data caps being placed on my internet service****Date:** 10/12/2016 1:49:13 PM**City/State/Zip:** Rancho Cordova, California 95742**Company Complaining About:** Comcast

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**Description**

I have been notified by my ISP, Comcast, that I will have a 1TB per month data cap placed on my account. I purchased a plan that allows me to get speeds that would saturate that limit in a matter of days even with moderate use. The estimations that have been provided to me by Comcast state that I have an average use of 824GB/Month. As an IT professional with over 20 years of experience, I believe that this is nothing more than a cash grab with no real technical merit. It is highly unlikely that Comcast is reaching any technical limitations to the connection speed or congestion, or that a data cap would solve that problem. If it were, it is their own fault for not updating the network infrastructure properly. If it were, then the \$50 a month that they are charging me for overages would be reflected in infrastructure updates that would mitigate the issue altogether or extend that cap further. This is nothing more than fleecing.

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**Ticket: # 1257755 - Data caps**

**Date:** 10/12/2016 2:21:45 PM

**City/State/Zip:** Houston, Texas 77022

**Company Complaining About:** Comcast

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## **Description**

Comcast has been capping data for all of its customers. This hinders progress when it comes to net neutrality and will make access to the internet increasingly expensive. It can get to the point where people might not be able to afford access at all. Also, in many areas Comcast has a literal monopoly on access to the internet. Something needs to be done about it.

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**Ticket: # 1257769 - Comcast Data Caps**

**Date:** 10/12/2016 2:22:22 PM

**City/State/Zip:** Denver, Colorado 80207

**Company Complaining About:** Comcast

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**Description**

Comcast just recently implemented their new data cap plan on me. I think these data caps are inherently anti-consumer, and are merely Comcast's latest attempt to stifle all online "cord cutters". I think the practice of data capping should be made illegal.

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**Ticket: # 1257988 - ISP Data Caps Concern**

**Date:** 10/12/2016 2:39:06 PM

**City/State/Zip:** Paducah, Kentucky 42001

**Company Complaining About:** Comcast

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**Description**

I'm a student who takes classes online, as well as working part-time online. I depend on the consistent availability of internet, and the current implementation of data caps stands to hurt both my future career prospects as well as my education.

Please make them illegal.

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**Ticket: # 1258058 - Comcast Data Cap****Date:** 10/12/2016 2:44:29 PM**City/State/Zip:** San Jose, California 95133**Company Complaining About:** Comcast

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**Description**

The restriction of internet service is undoubtedly a useless measure, aimed to limit the people who use the Internet a lot and mimic wireless carrier services with their data usage plans. I'm talking about the 1 TB data cap that Comcast is trying to spread without repercussions. I'm talking about how if I don't like what Comcast is currently doing, I can't switch because AT&T service is worse with an even smaller cap. Bill Gates, the respected tech-savvy founder of Microsoft, once said that a few KB of RAM was enough for everybody. Clearly, we contradict that by using RAM in the GB unit. I'm likening that example to Comcast. Comcast doesn't know the future and should not be the one to decide it. 4K definition is becoming a new standard in TV resolution size. So, if I want to enjoy Netflix in 4K on my 4K TV, I can't because I've watched too many movies that ate up my Internet cap. In short, data size isn't getting smaller. What is getting shorter is my Internet use. If you pay a certain amount for access to the Internet, you should just get service. Nothing more, nothing less for the price of access. I don't want to buy Oreos to be told by the Oreo that I can't eat any more Oreos because I ate one column of Oreos already. From a business standpoint, I can see what they are trying to do (is get money).

From a consumer perspective, how can limiting a user's internet usage be good for a nation? I believe South Korea has already adopted fiber optic networking for the public, and there's no issue there concerning the Internet. I can see Google attempting to provide gigabit internet at a modest price of \$70. Guess what, Google Fiber does not have a cap. For \$82.95, I get way less than that from Comcast at about 15% of what could have been 1000 Mbps. From a capitalist perspective, I'm totally getting ripped off in terms of price/performance. What I'm looking at is the trend of Comcast trying to shake me, an average citizen of low income status, down for every penny I've got without providing anything new and actually trying to give me less for the same amount of money. What's even more concerning is that the government is letting Comcast do this to me, my neighbor, your neighbor, and you. Unless the government puts their foot down and decides that the U.S. should be the country leading innovation to the Internet (as ARPAnet originated here), Comcast and AT&T are going to offer you 5 Mbps / copper coaxial/ twisted pair wiring because there's no real reason for people of the United States to move forward with fiber optics everywhere and every reason to provide the highest price I can make you pay for. All I want from Comcast is to just provide me with Internet at a good price, no caps. Logically, if I get 15% of gigabit speed, I should only pay 15% of the cost, which is about \$10.50. The best thing I want for the Internet/American network infrastructure is to provide at least fiber optics to all residents whether it be from Comcast, AT&T, or Google. Comcast can start by repealing its 1TB Internet cap and market unlimited data.

P.S. Seriously, if you guys have persuasive power to let Google into San Jose to build their fiber optic network, I would be grateful. I don't trust Comcast to provide me good value as they charge me 8 times par value.

Thank you for reading this.

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[Ticket: # 1258260 - Data caps](#)

**Date:** 10/12/2016 2:59:33 PM

**City/State/Zip:** Boston, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps which discourage competition.

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**Ticket: # 1258276 - Comcast Data Caps**

**Date:** 10/12/2016 3:00:24 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Comcast

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**Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1258398 - Capturing of internet access by Xfinity**

**Date:** 10/12/2016 3:09:23 PM

**City/State/Zip:** Falls Church, Virginia 22042

**Company Complaining About:** Xfinitywifi

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## **Description**

On a visit to Lakewood, Colorado this week, I was appalled at the almost constant interception and capturing of my online access, by Xfinitywifi. It is intrusive, annoying, and I suspect illegal for Xfinitywifi to constantly interrupt and intercept users like myself from being able to gain internet access without being constantly interrupted by their intrusive capture, intercept and hijacking our access to the internet.

I experienced the exact situation approximately six months ago on a visit to the same location and was told by the people's whose home I was visiting that despite constant complaints to Xfinitywifi by many people in their location, that nothing has been done to stop this offensive and probably illegal practice. Hopefully the FCC can put a stop to this or impose penalties on Xfinitywifi until they cease and desist this obnoxious practice.



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**Ticket: # 1258571 - No Internet service received****Date:** 10/12/2016 3:23:58 PM**City/State/Zip:** Wellsburg, West Virginia 26070**Company Complaining About:** Frontier Communications

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**Description**

We called Frontier for Internet service. They came 2 weeks later...Aug 30th... to install it, we had service intermittently for about 5 hours...we called to have them fix it...they couldn't put in a service call order yet because our install ticket had not been closed and told us to call back. We called back the next day to report that we still had no service, we were told someone would come on Sept 12th to repair. Before September 12th they called to tell us they had to reschedule for September 19th...no one ever came..ever. we called several times to complain, I emailed customer service and spoke with someone through the messages on Facebook...no one ever came to see why our Internet wasn't working..all they kept saying was that it showed it was working and so was our cable. We never ordered cable nor did we receive cable. We had maybe 4 hours of intermittent internet, that kept dropping everything because the signal was too weak...after that...we never had Internet service. We called Comcast and it was installed on September 19th. I just received a bill from Frontier for \$103...I called and asked why I received a bill and explained everything that happened and told them I should not be billed for service I never received. I spoke with her for 40 minutes while she read through my notes on file, then said she could give me \$25.. I said...nope..that's not going to work..get me a supervisor....i held for 20 minutes...she came back on 3 times....she was still waiting for a supervisor to take the call...while I was holding...we conveniently got disconnected. We have spent hours upon hours on the phone with these people and received absolutely nothing in return...except for a bill...I will not pay.

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**Ticket: # 1258611 - Data Caps****Date:** 10/12/2016 3:26:36 PM**City/State/Zip:** McChord Afb, Washington 98438**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1258659 - Internet Data Caps**

**Date:** 10/12/2016 3:32:46 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

Internet has shifted from a luxury to a utility, and ISPs such as Comcast have introduced data caps. Data caps have no place in an industry as connected and fluid as the United States, as it impedes progress and innovation. A cap on electricity or water would be unethical, and as the necessity of constant connection becomes a true reality, data caps hold less ground. If the ISPs wish to charge for data usage similar to other utility companies, then they should be regulated the same way.

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**Ticket: # 1259298 - Comcast Data Cap**

**Date:** 10/12/2016 4:29:20 PM

**City/State/Zip:** Gig Harbor, Washington 98335

**Company Complaining About:** Comcast

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### **Description**

Being an online student, a data cap like this would be a huge hinderance to my ability to a proper education. I already pay a premium for said internet service and to have it capped is an outrage.

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[Ticket: # 1279069 - Spam emails](#)

**Date:** 10/20/2016 3:38:08 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Clean Bay Area

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## **Description**

Requested to unsubscribe and the business did not honor the request. Instead we got additional spam emails.

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**Ticket: # 1259572 - Bandwidth cap of Comcast**

**Date:** 10/12/2016 4:55:20 PM

**City/State/Zip:** Kirkland, Washington 98034

**Company Complaining About:** Comcast

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## **Description**

Very concerned about the data cap for my Comcast cable internet service. There is no fiber in my area, and DSL is too slow for Netflix, so I am stuck. I am already paying \$90 per month-double than what my parents pay for cable in California-and now even more for going over. This is why monopolies must be regulated.

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**Ticket: # 1259597 - Comcast data caps**

**Date:** 10/12/2016 4:58:42 PM

**City/State/Zip:** Fishers, Indiana 46037

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing new data caps that are absolutely bogus and just a way for them to grab more money from consumers. Internet is not optional anymore and should be handled in a different way. Something needs to be done.

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**Ticket: # 1259665 - Cox is harassing.**

**Date:** 10/12/2016 5:06:20 PM

**City/State/Zip:** Tulsa, Oklahoma 74115

**Company Complaining About:** Cox

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### **Description**

I went on there site to make a payment and giving me an system error. Per the Chat, rep blames the internet browser but can chat fine and do other things fine. Wants me to call in which irritates my arm etc.... This company is not user friendly and then leaves messages on my phone because they are harassing me.



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**Ticket: # 1260127 - Comcast**

**Date:** 10/12/2016 6:08:20 PM

**City/State/Zip:** Atlanta, Georgia 30326

**Company Complaining About:** Comcast

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## **Description**

I have been without cable for over 7 days. I've called to make sure my signal was good. The representative at the time stated to me from their end that the signal was good. I was on the phone 4 days with them and each time for at least an hour. I have requested an audit and nothing has come about. I also expressed that someone could be splitting my cable. Meanwhile, I am continuously being charged and no one from billing has called me especially based on the numerous times I've called them. My bill is 300.00. My last payment was 177+. I had a 0 balance. Then all of sudden it went to 300.00. There is something strange going on here. I have not been able to speak to someone in the U.S. While I was on the phone, I asked to be connected to billing, the representative placed me on hold for several minutes. When the representative came back she stated that billing wanted to know what the call was about before they accepted my call. I am very frustrated at this point and refuse to make another call to Comcast. I am still without cable as of October 12, 2016

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**Ticket: # 1260316 - Comcast Data Caps**

**Date:** 10/12/2016 6:37:43 PM

**City/State/Zip:** Thornton, Colorado 80229

**Company Complaining About:** Comcast

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**Description**

Hello,

I am writing in to complain about the so-called data caps that Comcast has implemented, or is planning on implementing.

Comcast has no reason to limit user data usage, except to stifle competition and prevent users from cutting their TV service. Many users have no other option when it comes to internet use because Comcast has purposely limited the number of competitors in the market.

I believe it is unfair for a company with so much of the internet service market share to limit usage for the sole purpose to make more income, when most users have no other option.

Comcast claims that network congestion would be inevitable without data caps, but that is not true. Even Comcast has internally said that this is not the case.

Please consider these statements and do not allow Comcast to implement these caps.

Thank you.

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**Ticket: # 1260454 - Comcast Data caps**

**Date:** 10/12/2016 7:04:01 PM

**City/State/Zip:** Aurora, Colorado 80011

**Company Complaining About:** Comcast

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## **Description**

Comcast has admitted in its own service guidelines that the proposed nationwide data caps have nothing to do with network congestion, it is solely to enforce their monopoly and put an extra squeeze on "cord cutting consumers." Like power, gas, and internal running water humans can certainly live without ready access to the internet but in this day and age it is as much a utility as those stated previously. I urge the FCC to stand with consumers against these unnecessary caps from a company with an established history of shoddy service, anti consumer and anti competition attitudes, and a reliance on loop holes in anti trust and monopoly laws.

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**Ticket: # 1260471 - Comcast Data Cap****Date:** 10/12/2016 7:06:48 PM**City/State/Zip:** Novato, California 94945**Company Complaining About:** Comcast

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**Description**

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

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**Ticket: # 1261948 - Comcast Data Cap****Date:** 10/13/2016 11:04:50 AM**City/State/Zip:** Grand Rapids, Michigan 49504**Company Complaining About:** Comcast

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**Description**

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

The current setup for internet in my area is monopolistic in nature where I have no other choice than Comcast. I urge the FCC to stand with Internet users and pass strong, loophole-free rules against so called Data Caps or at least give me an option in my ISP. Comcast claims that only 1% of users go over their 1 TB cap so I ask, why cap it at all or cap it at 1 TB? Why not 5 TB or 10TB? In the day and age of 4K content and more and more services going online the need for more than 1 TB of data grows.

The FCC is in place to protect us from big corporation with anti-consumerism practices. Please do something to stop this like the FCC helped with Net Neutrality.

Thank you.

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**Ticket: # 1260839 - Comcast's Upcoming Consumer Data Cap - Portland, Oregon**

**Date:** 10/12/2016 8:35:43 PM

**City/State/Zip:** Portland, Oregon 97203

**Company Complaining About:** Comcast

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## **Description**

Comcast is a defacto monopoly in Portland, OR for anyone who requires high speed internet. Their initiative to enforce data caps on their service will run unchecked by the paltry competition. This will serve to line Comcast's pockets while providing no additional benefit to us, the consumer. Comcast announcement to profiteer off of data caps comes on the heels of Google halting their fiber project in Portland, blatant proof that this behavior is a money grab in a market lacking competition. Don't allow Comcast to set arbitrary and capricious caps that serve as a tax on what is now an essential utility.

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**Ticket: # 1260895 - High Upstream Latency**

**Date:** 10/12/2016 8:53:55 PM

**City/State/Zip:** Cincinnati, Ohio 45247

**Company Complaining About:** Cincinnati Bell

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**Description**

I am experiencing extremely high latency upstream of my ISP's network. Their routing should take this into account and send my traffic through a different upstream provider. The upstream provider with the issue is Highwinds Network Group, Inc at IP (b) (6). This usually happens at peak hours when bandwidth use is high. The attached picture contains a graph of the latency between my pc on Cincinnati Bell's network to Highwinds Network Group, Inc at IP (b) (6).

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[Ticket: # 1260971 - Data caps should be banned](#)

**Date:** 10/12/2016 9:18:10 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable. In a time when the Internet is becoming an essential part of daily life, data caps inhibit our abilities. Just as gas and electricity aren't capped, data shouldn't be either.



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[Ticket: # 1261420 - Comcast capping data usage](#)

**Date:** 10/13/2016 12:26:12 AM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast

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## **Description**

If I'm paying fair price, there is no reason for Comcast to cap the amount of data I use.

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**Ticket: # 1261563 - Alorica making employees make sale for Comcast**

**Date:** 10/13/2016 4:20:59 AM

**City/State/Zip:** Huntsville, Alabama 35806

**Company Complaining About:** Comcast

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## **Description**

I work for Alorica Call center in Huntsville Alabama which is a call center that is contracted by comcast. Alorica is making the comcast employees make sale or they will be pinned which leads to them being fired. So some agents are upgrading people without there permission and some are lying to the customers telling them the upgrade is cheaper than what it is. And the some agents are tricking customers into a free trial to upgrade which the customer thinks they have to call back to take the upgrade off later if they want and it free but they are still being charged. Because of the pressure from the supervisors (b) (6) he tells agents they will be fired if they don't make at least 5 sales per week.

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**Ticket: # 1261590 - Comcast**

**Date:** 10/13/2016 6:11:21 AM

**City/State/Zip:** Mill Creek, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

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

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

Sincerely

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**Ticket: # 1261968 - WiFi modem interference**

**Date:** 10/13/2016 11:14:35 AM

**City/State/Zip:** Santa Rosa, California 95405

**Company Complaining About:** Comcast

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**Description**

Xfinity has set up some system that overrides my in-house modem, disconnects me from my modem, connects me to an Xfinity WiFi network, and puts up an Xfinity screen on my screen. This happens several times a day, even when I leave my computer for a few minutes. Comcast should not be allowed to override my modem.

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[Ticket: # 1262329 - Data Cap for Comcast](#)

**Date:** 10/13/2016 1:12:47 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a data cap on their residential connections of 1 TB. This is a shakedown for residences that use more data than average to get people to pay an extra \$50 a month. No other service provider does this.

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**Ticket: # 1262429 - Comcast Data Cap**

**Date:** 10/13/2016 1:46:00 PM

**City/State/Zip:** Wilsonville, Oregon 97070

**Company Complaining About:** Comcast

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## **Description**

When I signed up for service, there was no data cap. Now they are implementing a 1TB data cap in my area. This is clearly an underhanded practice to force already paying customers to pay them more money.

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**Ticket: # 1262479 - Comcast agent unauthorized me from my account**

**Date:** 10/13/2016 1:58:49 PM

**City/State/Zip:** Albuquerque, New Mexico 87116

**Company Complaining About:** Comcast

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## **Description**

After calling 3 times for internet issues with Comcast/Xfinity and myself ordering a new modem for out internet; I called October 12, 2016 to complain and request a technician to be sent I was told I was no longer a authorized user on the account and was called liar from a Supervisor. And that's not the only issue, I live on Kirtland AFB New Mexico the entire base is having internet issues with Comcast/Xfinity.

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**Ticket: # 1263006 - Poor internet service through Frontier Communications**

**Date:** 10/13/2016 4:36:30 PM

**City/State/Zip:** Muskegon, Michigan 49442

**Company Complaining About:** Frontier Communications

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### **Description**

I am not getting the internet speeds or up to speeds that I was promised by the company upon becoming a customer. Sometimes my download speeds are less than 5 mbps as well as less than 1 mbps upload. Sometimes almost daily I'm re-powering my modem in an effort to repair a dropped connection and this is on my desktop which is hard wired to the router. Some of the customer service agents have been rude and unhelpful.



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**Ticket: # 1263194 - Wifi**

**Date:** 10/13/2016 5:33:55 PM

**City/State/Zip:** Oxford, Ohio 45056

**Company Complaining About:** Time Warner

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### **Description**

I think they aren't providing enough data in the area so our wifi is very poor

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**Ticket: # 1263465 - Internet Outside-Interference On Public-Access Library Computer-Terminal/s**

**Date:** 10/13/2016 7:06:44 PM

**City/State/Zip:** Clarksboro, New Jersey 08020

**Company Complaining About:** Gloucester County Library System - Gloucester County - New Jersey

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**Description**

Too Many Interferences To Mention. \* Regular Daily Interferences, Within Public Access Computer-Terminal/s Usage. \* Screen Freezes. One Active Web-Site Gets Substituted For Another Active Web-Site. Active Web-Pages Suddenly Get Shutdown. Blue Revolving-Circle/s Appear AND Stay Revolving - Blocking Any Screen-Or-Terminal Action Anything. Mysterious Double Message-Boxes Appear [ One Says Windows Internet OR Windows Notice. The Other Has No ID-Source Mentioned. BOTH Say "Not Responding", As Apparent Reason/s For No Terminal-Action Possible OR Active Web-Site Disappearance. E-Mail Account Composition-Page Can Have Spellings Changed - On Own. \* More Examples, But Really Too Many To Present. Main Target Is Any Internet Use; But E-Mail Target Is Google WTB InterCom Services E-Mails - To Only E-Mail Addresses Agreeing To the Receiving Of Those E-Mails.

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**Ticket: # 1263668 - Comcast Internet NON-service**

**Date:** 10/13/2016 8:56:30 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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### **Description**

Constant problems with internet service for at least 10 years. Have filed numerous complaints, had numerous people supposedly fix the problem but internet service still sketchy at best. Internet service goes in and out all day and all night.

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**Ticket: # 1264284 - Scamming on my phone**

**Date:** 10/14/2016 10:48:48 AM

**City/State/Zip:** Cinnaminson, New Jersey 08077

**Company Complaining About:** Verizon

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### **Description**

Product gain.com has been popping up over articles I try to read. They cover the whole page and I can't read the articles. It's been happening for about a month now and is getting more frequent. Please investigate. I am a senior citizen and disabled. This company has really stressed me and frustrated me as I can no longer read articles on my phone!

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**Ticket: # 1264194 - Intermediate Signal lost**

**Date:** 10/14/2016 10:10:31 AM

**City/State/Zip:** Lakeland, Florida 33801

**Company Complaining About:** Bright House

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## **Description**

I'm Having on going issues with my services since Late July /Early August of 2016 in regards to internet and Phone. It appears my services go out intermediately through out the day primarily after 6pm. I also do work from home. Ive called and spoken with several representatives and no one seems to be able to handle the issue. Technicians has been sent to the house several times to only explain they are not sure whats going on. Ive request the most experience/ lead tech/Field Manager and no one has been sent. I have receive the worse customer service for this matter and it only seems to get worse.

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[Ticket: # 1264339 - Internet interruption](#)

**Date:** 10/14/2016 11:06:48 AM

**City/State/Zip:** Burton, Michigan 48529

**Company Complaining About:** Comcast

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### **Description**

Along with being overcharged for my cable Internet and home security my internet has been interrupted all month long doesn't work properly and neither does my home security system I am being overcharged for things that aren't even properly working

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**Ticket: # 1264331 - website domain**

**Date:** 10/14/2016 11:04:38 AM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** AT&T

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## **Description**

Domain is being hijacked by local web-hosting entity. Website is inaccessible with current domain hosting company because of interference from original company who purchased my domain name without consent. Domain holder of godzzillarealty.com is blocking godzzillarealestate and godzzillainvestments.com. I cannot access website without godzzillarealty.com being displayed on tabs.

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**Ticket: # 1264309 - pop up ads from : [webpromotionsusa.com](http://webpromotionsusa.com)**

**Date:** 10/14/2016 10:56:30 AM

**City/State/Zip:** Cinnaminson, New Jersey 08077

**Company Complaining About:** Comcast

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## **Description**

I can't read any articles on my phone as these pop up ads keep covering up the content. I can't get rid of them without closing the article. It has been very frustrating and it keeps happening more frequently now.



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[Ticket: # 1264370 - Comcast implementing data caps](#)

**Date:** 10/14/2016 11:16:44 AM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** Comcast

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## **Description**

I am extremely distressed by the implementation of data caps by Comcast on their offerings of internet service. This is incredibly anti-consumer not only for today when streaming services are so popular, but in the future when streaming services will begin to use more data as quality options become higher bandwidth. This feels motivated by the competition of services like Sling TV and Playstation Vue not to mention on demand only services. These policies take aim directly at people who are tired of paying for cable but still need the access to the internet.

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**Ticket: # 1264777 - Comcast Data Caps**

**Date:** 10/14/2016 12:12:08 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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### **Description**

Comcast is planning to enact data caps on November 1st. This is not an additional service being provided, nor did we as consumers have a choice in the matter. We are instead receiving the same service we always have with tight restrictions.

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**Ticket: # 1264784 - Internet not working for 10 days +**

**Date:** 10/14/2016 12:12:33 PM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

Today is oct 14 and my internet has not been working since oct 4th or so. I scheduled an appointment for oct 6 but since I was not able to pick up my phone when they called they canceled the appointment so I had to call back and schedule another appointment for oct 7. A tech shows up and said he can't fix it and has to call someone else. 1-10 businesses days. He said someone was working on it and damaged our connection. I contacted customer support and they told me the same thing and I said I wanted to talk to a manager and they gave me an email that doesn't work and a phone number that was suppose to be directed to a higher authority but was just their regular 1-800 number. I know because I emailed and called the number. The lady on the phone wasn't able to help me but did say they have a contractor scheduled to come out oct 17 and that there is nothing they can do. I asked to speak with a manager/supervisor maybe oct 12 or so and was told a supervisor will call me. It's been 2 days as nothing.

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**Ticket: # 1264947 - Comcast Data Cap**

**Date:** 10/14/2016 12:30:27 PM

**City/State/Zip:** Loveland, Ohio 45140

**Company Complaining About:** Comcast

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## **Description**

There's a lack of consumer choice due to local monopoly, causing the US to lag behind the rest of the world in broadband availability and cost to consumers. It's important for children to participate in school and for everyday people to participate in the modern economy, and the data cap greatly diminished that. The data cap is not a "value-added" service, it's the same service you've always paid for, and now you're being forced to pay more for it. This is blatantly anti-consumer.

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**Ticket: # 1264930 - Comcast's Instituting of a Data Cap**

**Date:** 10/14/2016 12:29:19 PM

**City/State/Zip:** Orange, California 92865

**Company Complaining About:** Comcast

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**Description**

Comcast is a service provider. They have no right to limit the amount of access we should have through instituting a data cap. The Internet is not a finite resource, we won't "run out". We aren't limited in the amount of TV we can watch, the number of different people we can call, so why should we be limited in the number of websites we can visit or music we can listen to?

Besides, isn't Internet classified as a utility the same as phone service? Like I said, we aren't limited in the number of different people we can call

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**Ticket: # 1265176 - Data caps**

**Date:** 10/14/2016 12:52:22 PM

**City/State/Zip:** Tuscaloosa, Alabama 36401

**Company Complaining About:** Comcast

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### **Description**

Comcasts new data cap is redicuouls. It is designed to punish people who cut the cord and use streaming services over thier cable packages. If there was no need for a data cap previously, what is the reason now?

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**Ticket: # 1265180 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 12:52:41 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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**Ticket: # 1265511 - Unfair Exit Fee for Services Below Standards****Date:** 10/14/2016 1:25:52 PM**City/State/Zip:** Sandy, Utah 84070**Company Complaining About:** Centurylink

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**Description**

We've had Century Link for more than a year, and have been excellent customers but upon our move the internet connection has been extremely slow and unstable. Century link has confirmed the below connection and sent technicians that have confirmed that the new area has a bad connection. I have asked to be let out of my contract without paying the \$200 disconnection fee, because it is their issue not mine, I would happily stay if the service was adequate, they have refused and they continue to bill us for a service we cannot use, the internet is too slow that we just rather do things in other locations where the connection is better. We have requested them to waive the fee but they have declined, we do not want to leave them but cannot pay on a monthly basis for services that are so below standards that we cant use it, we are not leaving them to chase another provider and they have failed on their side by not providing us with service and continue to bill us.



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**Ticket: # 1265531 - Comcast data caps**

**Date:** 10/14/2016 1:28:12 PM

**City/State/Zip:** Salinas, California 93901

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps on its customers and it is blatantly anti-consumer and greedy. Instead of improving their infrastructure and keeping up with the modern world, they are just trying to stifle their customers service , a service that is just as vital today as electricity, hot water and phone lines.

We shouldn't be forced to be in fear of going over some set limit while we are using the internet that we've always paid for, especially when Comcast has monopoly that doesnt allow us to switch to another provider. Please do something.

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**Ticket: # 1265643 - Illegal new Comcast data cap enactment**

**Date:** 10/14/2016 1:37:45 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out a new 1 terabyte data cap for it's internet customers, this is blatantly a profit motivated decision. This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it. This is blatantly anti-customer, and should not be allowed to happen.

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[Ticket: # 1265697 - Comcast data caps](#)

**Date:** 10/14/2016 1:44:00 PM

**City/State/Zip:** Yardley, Pennsylvania 19067

**Company Complaining About:** Comcast

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## **Description**

We live in a world where technology (and therefore the internet) is a necessity to be competitive in the marketplace. This is also true of the global marketplace in the coming decades. When companies are given public financing to run cable to our homes, they're effectively given monopolies that limit competition in their service area, and cannot therefore be allowed to impose data caps on those they have a monopoly over.

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[Ticket: # 1265773 - Comcast 1tb data cap](#)

**Date:** 10/14/2016 1:50:16 PM

**City/State/Zip:** Scranton, Pennsylvania 18090

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting a 1tb data cap on their home internet service which should be against the law and is completely unethical

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**Ticket: # 1265880 - Comcast Data Caps**

**Date:** 10/14/2016 2:02:16 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Data caps make no sense when internet and its data are limitless. The only thing that affects how much internet and data that is consumed is the bandwidth provided by the internet service providers (which is in such an uncompetitive market that the companies have a virtual monopoly and can charge whatever they want).

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**Ticket: # 1265919 - Comcast Data Cap**

**Date:** 10/14/2016 2:09:11 PM

**City/State/Zip:** Gig Harbor, Washington 98329

**Company Complaining About:** Comcast

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## **Description**

The data caps that are set in place by comcast or any company are blatantly Anti-Customer. They provide no benefits while limiting the customer on how much they can use the product. Data Caps also do nothing to limit how many people are using internet during peak hours, which if Comcast or other companies are having such an issue with, should they not be using their profits to improve their infrastructure so that they can handle these peak hours? They have no obligation to due to the monopolies that they have other the areas that they provide service to. In most areas of the country, Many people have the choice between a major ISP, and other, much smaller ones that either cannot provide stability or speeds necessary for basic internet usage.

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[Ticket: # 1266012 - Comcast data cap](#)

**Date:** 10/14/2016 2:22:54 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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## **Description**

I am opposed to comcast instituting a data cap on my connection

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**Ticket: # 1266038 - Data cap from Comcast**

**Date:** 10/14/2016 2:26:10 PM

**City/State/Zip:** Madera, California 93637

**Company Complaining About:** Comcast

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### **Description**

Beginning next month Comcast will be enforcing a 1tb data cap to all consumers here in California. This is being done to force consumers to either pay more for unlimited data or pay for a additional services. They have no competition and feel entitled to force their customers to pay more internet usage.



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**Ticket: # 1266188 - poor internet service due to bad installation of cable**

**Date:** 10/14/2016 2:40:38 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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### **Description**

Comcast should refund me half of the amount I have paid TOTAL ever since the original date I started services. This is because they installed a faulty cable that would only provide me with intermittent internet service. Their tech advised me that this whole time ever since original services started, this is why my internet kept going off. They had to reinstall the correct larger cable this September and now they want to charge me for the visits even though they made the mistake.

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**Ticket: # 1266543 - Data Caps**

**Date:** 10/14/2016 3:26:30 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Comcast

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**Description**

I do not reach this cap but I should have a option to do so freely, the only way I could ever understand a cap is if these company's paid for all the fiber and other line to be deployed but that was the tax payers. Games are becoming bigger and bigger, Streaming is becoming more and more popular (Which is exactly the services you're trying to screw) and a cap is utter BS, it is not fairness you have quotes coming from your own engineers it is not about network congestion it is just you want more money plain and simple, and please I do not want any calls from your shills to give me the interest of fairness BS excuse

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**Ticket: # 1266809 - Data caps Comcast**

**Date:** 10/14/2016 4:06:40 PM

**City/State/Zip:** Lugoff, South Carolina 29078

**Company Complaining About:** Comcast

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## **Description**

I'm filing this complaint in regards to service providers implementing a 1 Tera byte monthly data cap. So far att and now Comcast are enforcing the data caps and I'm worried their competition will follow their lead. Data caps are just another way for these businesses to make extra profit from cord cutters and they are punishing for consumers who don't buy tv packages. We shouldn't be limited to businesses that enforce data caps when the majority of consumers are reliant on Internet for their entertainment and in most cases their livilihood. So far, only two providers near me are providing Internet without data caps and I fear that's going to change shortly unless the fcc does something about it.

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**Ticket: # 1266799 - Data Cap**

**Date:** 10/14/2016 4:04:46 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

Unfortunately, Comcast is putting a limit on the data using Internet at 1Tb a month. I was on the phone with a representative who told me "You won't use that much data in a month"

I responded with "Why would I need a data cap if that were the case"

As a student majoring in Computer Engineerings with an emphasis in Internet and Networks. I found this irresponsible. There is no need to have a data cap and they are only doing this to try and put a limit on what we can do. I live with 3 other people who also go to school, 1TB a month is really nothing when compared to how much we use already.

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[Ticket: # 1266894 - Comcast data cap](#)

**Date:** 10/14/2016 4:21:16 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Not what I agreed to when I signed up.

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**Ticket: # 1266971 - Comcast 1TB Data cap**

**Date:** 10/14/2016 4:34:19 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** Comcast

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## **Description**

I am complaining about the Comcast Data cap that will be effective November 2016. I live in Baltimore, MD and Comcast runs a virtual monopoly in my neighborhood. The only internet option available is Comcast. There are a number of complaints I have against comcast.

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1267181 - Data Caps by Comcast****Date:** 10/14/2016 5:08:02 PM**City/State/Zip:** Murfreesboro, Tennessee 37130**Company Complaining About:** Comcast

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**Description**

Hello,

I am a constituent in Tennessee. I have been forced to use the internet service Xfinity by Comcast due to the lack of options available in mine and many others areas. This local monopoly has contributed to many travesty's against Comcast customers. We have been forced to pay exorbitant rates due to the lack of choices and we are now being forced to pay the same price we were paying before for the exact same service. The only difference? A data cap. Now I will pay for the same internet connection, speed, and realiability; but with less data. I have been forced to use a company with terrible customer service, because they have a monopoly in mine and many other areas. This is not a "value-added" service that I will be paying for. Infact I am paying the same price for a worse product... without the ability to switch!!

My education is dependent upon my ability to access the internet. My children's education is dependent upon that same access. Comcast in infringing upon me as a consumer, Comcast is manipulating and controlling a situation for their gain, and Comcast is aiding in the fact that America is lagging behind other first world countries with affordable and reliable internet access.

This is extremely wrong and should not be tolerated. I am being forced to consume and poor product/service against my own will.

Thank you,  
Sincerely,

(b) (6)

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**Ticket: # 1267320 - I am Against Comcast Data Cap**

**Date:** 10/14/2016 5:32:21 PM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

as a consumer and a business owner, this data cap is bad on both fronts. The 1 TB data cap will put a limit on the creativity and productivity side at home and at my business. Please stop this monopoly and give us more choices to internet access.

Sincerely Yours

(b) (6)



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**Ticket: # 1267429 - Comcast Data Cap**

**Date:** 10/14/2016 5:49:19 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast

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### **Description**

I should not have to pay for limited internet service. There is no reason why Comcast should cap data especially since it has been unlimited for years now. There is no evidence that anyone is congesting traffic by using too much data.

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**Ticket: # 1267450 - Data Caps**

**Date:** 10/14/2016 5:52:53 PM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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**Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1267510 - Data Caps**

**Date:** 10/14/2016 6:01:48 PM

**City/State/Zip:** Irving, Texas 75063

**Company Complaining About:** Comcast

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**Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues

Best regards,

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**Ticket: # 1267529 - Internet data caps**

**Date:** 10/14/2016 6:05:19 PM

**City/State/Zip:** Carmichael, California 95608

**Company Complaining About:** Comcast

---

## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1267547 - Really!?**

**Date:** 10/14/2016 6:08:41 PM

**City/State/Zip:** Fruit Heights, Utah 84037

**Company Complaining About:** Comcast

---

## **Description**

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

---

**Ticket: # 1267600 - comcast data caps**

**Date:** 10/14/2016 6:19:09 PM

**City/State/Zip:** Co Springs, Colorado 80920

---

## **Description**

With this upcoming change I am now

- Lacking of consumer choice due to local monopoly

- Lagging behind the rest of the world in broadband availability and cost to consumers

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

- This is blatantly anti-consumer

---

**Ticket: # 1267949 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 7:32:51 PM

**City/State/Zip:** Upland, California 91786

**Company Complaining About:** Comcast

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**Description**

Hi there,

I just wanted to send in a complaint about Comcast's 1TB Data Cap. I think that this is incredibly wrong, being a very adamant gamer and video watcher. I've seen their 1TB Data Cap video and I have to wonder: why put a cap on it at all if 1TB is "so huge"?

I believe this falls on the wrong side of Net Neutrality, and I firmly believe they should not be allowed to enact data caps.

Sincerely,

(b) (6)

---

**Ticket: # 1267993 - cable internet**

**Date:** 10/14/2016 7:40:05 PM

**City/State/Zip:** Montgomery, Pennsylvania 17752

**Company Complaining About:** Comcast

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## **Description**

We're rolling out the new XFINITY TV website which, unfortunately, will no longer support this Chrome extension. The good news? You can watch your entire lineup at home plus stream live TV and XFINITY On Demand anywhere.



---

**Ticket: # 1268198 - Comcast data caps**

**Date:** 10/14/2016 8:38:44 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Comcast

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## **Description**

This is brazenly anti-consumer. I thought the internet was categorized as a utility some time in the past 7 years or so. This country, and especially this company in particular, seem to be lagging behind much of the rest of the first world when it comes to internet speeds, access, policies, and bandwidth limitations in general.

How is someone supposed to say "no," to a utility service from this company, an essential service, when there are few to ZERO other options?

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**Ticket: # 1268238 - Comcast Data Caps**

**Date:** 10/14/2016 8:47:21 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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**Description**

Data caps have no place in society today, and only a monopolized sector could ever get away with something like this. There is no reason a company should ever be allowed to enact data caps on its customers.

---

**Ticket: # 1268478 - Data Caps**

**Date:** 10/14/2016 10:25:42 PM

**City/State/Zip:** Tulsa, Oklahoma 74114

**Company Complaining About:** Comcast

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**Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November.

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues

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**[Ticket: # 1268702 - Comcast data restrictions](#)**

**Date:** 10/15/2016 12:28:30 AM

**City/State/Zip:** Springfield, Illinois 62703

**Company Complaining About:** Comcast

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**Description**

The Comcast data restrictions should be illegal. They have a monopoly on my area, and are already overpricing us for what we get. In a household that has 3 internet users, the 1tb limit will be used up before the end of the first week, and thus we will be fined by Comcast for something we already pay for. They constantly lie to their customers for hidden fees, and unfairly raising prices, and monopolies like what they have is already illegal.

---

**Ticket: # 1268745 - Internet issues**

**Date:** 10/15/2016 1:06:07 AM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

---

### **Description**

I signed up for comcast last october for the economy internet package for 24.99 after my promotion was up i called back on october 3rd 2016 to sign up for another internet promotion and was accepted for that promotion the rep i spoke to said she closed my old account and then set up my new account now a week and a half later they cancel my new account and left my old account open and continue to charge me for the old account and now they cut my service s off and wont restore them.

---

[Ticket: # 1268878 - Comcast data caps](#)

**Date:** 10/15/2016 3:37:40 AM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

Comcast is implimenting data caps for California beginning November. Please tell them to end this unreasonable service that is motivated purely by profit. Thank you for your time.

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[Ticket: # 1268909 - Comcast data caps](#)

**Date:** 10/15/2016 5:51:59 AM

**City/State/Zip:** Claymont, Delaware 19703

**Company Complaining About:** Comcast

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## **Description**

Capping our internet data is unconstitutional.

---

**Ticket: # 1269029 - Exede screwed my family.**

**Date:** 10/15/2016 10:17:23 AM

**City/State/Zip:** Gasport, New York 14067

**Company Complaining About:** Exede /wildblue

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## **Description**

Exede screwed my family. My card on file expired so the following day after my bill was due they shut off Internet I called and updated my info and then all of a sudden I went through 10 gb of Internet in 4 days. That's bull. No one was home but they won't listen to me and they won't provide me with anything to show me it was updated on my Renew date and where it was all used up. Funny because even through the summer with teenagers home ut took at least 2.5 to 3 weeks to go through that much. Please tell me what to do. I know I'm being screwed.



---

**Ticket: # 1269092 - Comcast Internet Data Caps**

**Date:** 10/15/2016 11:09:41 AM

**City/State/Zip:** East Brunswick, New Jersey 08816-2935

**Company Complaining About:** Comcast

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**Description**

The main issue from which everything stems is, of course, lack of consumer choice due to local monopoly, which results in lagging behind the rest of the world in broadband availability and cost to consumers.

That being said, the new data caps is not a "value-added" service. It's the same service we've always paid for, and now we're being forced to pay more for it.

This is blatantly anti-consumerism despite Comcast trying to represent it as otherwise.

---

**Ticket: # 1270440 - Cyber attacks stalking-Hacking cell phones****Date:** 10/16/2016 4:33:23 PM**City/State/Zip:** Hollywood, Florida 33024**Company Complaining About:** Bright House

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**Description**

I have been being cyber attacked and stalked, by a guy I was helping recover from a stroke for the last 3 months now. His name is (b) (6) born (b) (6) . living at (b) (6) Crystal river, Fl. he has hacked into 4 of my cell phones with help from a hacker he knows living in the Philippines. And they change codes somehow to make it look like the google links I use are offline. Soon as I upload google contacts they track the new cell phone i'm using and send some kind of signal trying to fry my cell phones. at first he was eavesdropping on my calls. Then he deleted 3 photos I had taken of his mess in the house. I'm hoping by reporting this issue you can either help or direct me to the right organization that will help resolve this issue. I have reported him to the Harrisburg, Pa police because he is in Florida hiding from a warrant. The police in Inverness where he now resides, his ISP brighthouse.com, several reports to the cyber division in the FBI, I even went to home land security trying to resolve the issue in person. and He hacked into my facebook and I reported it. even after changing my password he still is in the page somehow. I'm starting to run out of options. I have to keep my cell phone battery out of my phones until i'm going to use the phone, so their hacking signal will not fry the cell phone. I have all the cells they hacked in to in case they can be used for evidence. Please help.

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**Ticket: # 1269354 - Blocked App MeetMobile**

**Date:** 10/15/2016 3:01:09 PM

**City/State/Zip:** Huntington, New York 11743

**Company Complaining About:** Verizon Wireless

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## **Description**

At the Raritan Bay Area YMCA on October 15, 2016 between 12:45 pm and 5:30 pm for the Wagner Aquatic Club Fall Invitational swim meet event in which one of my children is a participant. The YMCA and/or the Wagner Aquatic Club has blocked access to the app called Meet Mobile. Meet Monile is a paid service that reports real time swim meet results. By blocking the app, the YMCA and/or Wagner Aquatic Club are able to sell more heat sheets describing the swim events and heat order to spectators. However, because Meet Mobile is blocked, I am denied access to real time information on the results of another swim meet at a different location during largely overlapping time during which my other son is a participant. The YMCA and/or Wagner Aquatic Club have conspired to deny my access to a paid internet based subscription service in Meet Mobile to enrich themselves to my detriment.

---

**Ticket: # 1269553 - Comcast Internet Cap Starting Nov 1**

**Date:** 10/15/2016 5:29:21 PM

**City/State/Zip:** Houston, Texas 77068

**Company Complaining About:** Comcast

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### **Description**

There is 0 real competition in my area like so many other areas around the Country. When is the FCC going to use Anti-Trust laws that are meant for this type of situation? Comcast has 0 competition across more than half the United States. Other ISP's stay out of each others way guaranteeing no competition.

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**Ticket: # 1269892 - Comcast Data Cap**

**Date:** 10/16/2016 2:07:56 AM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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**Description**

I signed up for Comcast with a 150 Mbps DL speed with no data cap. Now they're forcing a 1TB data cap on me starting November 1 in California. I didn't agree to this when I signed up with them in January 2015. Please do something about that, thank you.

---

[Ticket: # 1270292 - Dsl](#)

**Date:** 10/16/2016 2:14:27 PM

**City/State/Zip:** Amery, Wisconsin 54001

**Company Complaining About:** Northwest Communications

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## **Description**

Internet services hardly work in the next room from the Dsl box.

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**Ticket: # 1270088 - AT&T Wirless Internet Conection**

**Date:** 10/16/2016 11:15:26 AM

**City/State/Zip:** Indianapolis, Indiana 46254

**Company Complaining About:** AT&T

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## **Description**

Please investigate to see if AT&T has linked our service to another line in our area which is able to see what we do on our computers.

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[Ticket: # 1270090 - Internet Usage Data Cap](#)

**Date:** 10/16/2016 11:17:34 AM

**City/State/Zip:** Westmont, Illinois 60559

**Company Complaining About:** Comcast

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### **Description**

Comcast rolled out a 1 Terabyte data cap in the area while doing a poor job of informing customers.



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**Ticket: # 1270180 - poor internet service**

**Date:** 10/16/2016 12:58:58 PM

**City/State/Zip:** New York, New York 10028

**Company Complaining About:** Time Warner

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## **Description**

I would like to report that I am a customer of TWC and I have been having constant internet issues (WIFI and direct line disconnects) with the company. I have dedicated many hours into troubleshooting with customer service representatives via phone, on-line chat, personally exchanging my router at a local TWC center, and lastly a technician visit to check lines installing the most updated router. Unfortunately my service still goes out. The only other service that was available was Verizon DSL. I had to change providers because they left me without internet service for over a month. TWC is the only organization available, thus leaving me with this cyclic problem with no resolution. Also, they made it impossible to log a complaint; hence, this complaint I am logging with the FCC

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**Ticket: # 1270276 - Comcast Data Caps**

**Date:** 10/16/2016 2:02:56 PM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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### **Description**

Comcast has now started to limit our data in California and its absurd that they will charge that much as an ISP and we only get a fraction of what they offer in comparison to other ISPs elsewhere

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**Ticket: # 1270316 - Comcast Data Cap**

**Date:** 10/16/2016 2:34:44 PM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast

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### **Description**

I did not agree to having a data cap on my Internet service at the time of signing up for a contract with Comcast, yet I now have a 1TB cap listed on my account on the Comcast website.

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**Ticket: # 1270426 - Comcast Data Caps**

**Date:** 10/16/2016 4:23:53 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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**Description**

How can there be data caps on a utility? I don't have my water capped. I don't have my gas capped. Why is my internet being capped?

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**Ticket: # 1270382 - deliberate hijacking and encryption and administrative takeover of my hard disk drive**

**Date:** 10/16/2016 3:39:11 PM

**City/State/Zip:** Rowayton, Connecticut 06853-1243

**Company Complaining About:** Optimum, A/k/a/ Cablevision A/k/a Premier Technology In Melville, Ny

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## **Description**

I allowed my ITT carrier's employee to "take over control" of my desktop computer to resolve issues. The employee created a new User, and locked it with a padlock and made the new user the Administrator. I lost total control of everything in my computer. I was then transferred to Cablevision's Premier Technology Support technician for \$20.00 who downloaded two invalid software programs with viruses. I was informed by Microsoft and Windows that Premier Technology had done this and the exact date. I was then transferred to Vipre Technology which completely encrypted my entire hard drive disk and took over my online banking. No computer technician company could return my hard drive disk to factory settings. I had to purchase a new hard drive and lost all of my prior programs and files. I requested that Optimum, a/k/a Cablevision a/k/a Premier Technology, in Melville, NY refund me the \$166.67 I had to pay for a blank hard drive replacement. Not only did they refuse to do so, but they ruined my credit rating saying I owe them three months of service when I was unable to use my internet at all or my e-mail account.

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**Ticket: # 1270386 - Internet/phone/cable outage**

**Date:** 10/16/2016 3:41:09 PM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Comcast

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## **Description**

When my husband and I returned home yesterday at 6:30 pm we learned all three of these services from our provider, Xfinity, were not working. My husband was on the phone for over an hour last night with their customer service reps. Yes, several, after being disconnected a couple times. At one point he went outside to the cable box and noticed a cable had been disconnected and a new cable was now going into the box from a neighbor's house. He called back and asked for a tech to come back out and reconnect us. The soonest they could send someone is after 1pm in Monday. Extremely infuriated because we now have to go with no phone, Internet or cable for 2 1/2 days because they are unable find one tech to get out here and reconnect us after their screw-up. Customer service? What customer service?

---

**Ticket: # 1270412 - Damage to personal property - Comcast****Date:** 10/16/2016 4:06:12 PM**City/State/Zip:** Boynton Beach, Florida 33436**Company Complaining About:** Comcast

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**Description**

10/15/16: Comcast/xfinity service rep installed my home security/internet/cable main panel in the laundry closet (over my brand new washer and dryers). He did ask for a garbage bag to cover the top of the units to protect from scratching them, which he placed on top of them. He worked in that area for several hours installing the main panel for the home monitoring system. After he was finished he brought the garbage bags to me and proceeded to walk me through the operations of the security system. I went about my day and ran several errands after they left. When I returned home and started to do laundry, I noticed that the top of my BRAND NEW dryer had been dented, significantly. I immediately called Comcast/Xfinity to inform them about the damage to my personal property, from the installation earlier that day. The representative said she entered the ticket and that I would receive a CALL by 10/29! She told me she would "credit my account", I then explained that I wanted my BRAND NEW dryer to be replaced/ repaired back to the condition it was in before the installation of my home security system (which was BRAND NEW!). I then asked to speak to a manager as I didn't feel that they were taking my situation seriously. After approximately 22 minutes on hold, a supervisor picked up the line and further explained that once they file a ticket it was out of their hands. She again told me that someone would call me by 10/29 to then schedule a supervisor to come out and view the damage.

---

**Ticket: # 1270634 - Mediacom Service interruptions & not delivering services as promised**

**Date:** 10/16/2016 8:10:44 PM

**City/State/Zip:** Fort Madison, Iowa 52627

**Company Complaining About:** Mediacom

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**Description**

I am a customer of Mediacom in southeastern Iowa, and for the past several months I have had constant disconnections, and my latency used to average about 30ms to my servers. I now have constant disconnections(Sometimes exceeding 30 times a day), and latency spikes between 300-1700ms or more for extended periods of time. I do not monitor past 1500 due to timeout periods on my servers.

They had scheduled a technician to show up last week, took a day off of work because they could not work around my work schedule, and they not only did not show up, they did not even bother to give me a courtesy call about not showing up.

I am now being forced to pay outrageous prices to keep the nearly unusable internet I do have, and rely on my phone as a hotspot to transfer files for work due to major packet loss and losing connection in the middle of transfers, and have been unable to conduct work meetings as a result as well.

This has been an ongoing problem that they have refused to resolve, and I am at my wits end. There is no competition that can fit my needs, or I would have jumped ship long ago due to their poor service over many years.

On a secondary note, I have been physically disconnected on the line on at least 2 occasions in the past year, and have had to go without internet for up to a week at a time, and they have claimed that their personnel did not do it.

These are ongoing problems, and they seem to be getting more frequent. I have been as patient as I can be, but this is now costing me in both opportunity as well as actual monetary damages.

The soonest they claim they can get a tech out this time is yet another week, and I'll once again have to take work off, and as an independent contractor, that is simply a loss in more money, and pray that they actually do show up for once.



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[Ticket: # 1270676 - Spam from verizon](#)

**Date:** 10/16/2016 8:40:12 PM

**City/State/Zip:** Lemont, Illinois 60439

**Company Complaining About:** Comcast

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## Description

Am receiving hundreds of emails from vtext and calls from Verizon, from phone number (b) (6)

which says verizon

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**Ticket: # 1270743 - Data Cap Limit**

**Date:** 10/16/2016 9:42:02 PM

**City/State/Zip:** Houston, Texas 77014

**Company Complaining About:** Comcast

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### **Description**

I was never ever disclosed about having a data cap limited in the first place place where I live, and I just found out they are increasing our the data cap to 1 Terabyte on November 1st. I never agreed to any sort of data cap when I bought internet service from Comcast from the start.

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**Ticket: # 1270866 - Harassment**

**Date:** 10/17/2016 2:25:25 AM

**City/State/Zip:** San Bruno, California 94066

**Company Complaining About:** AT&T

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## **Description**

AT&T has bombarded me with emails, letters in the mail, visits to my home. Yes, they have gone so far as to go and knock on my elderly parent's home, which has a clear sign on it warning against soliciting. They also used the same keys the AT&T installers use to install services to open the building door in the condo building I live in, to invade the building and knock on people's door. All this to try to convince people to buy into their two years DirectTV service. I have called them multiple times, written to them and told them IN PERSON to leave us alone, but they continue. They have no respect for people and this hard sell is no less than downright harassment.

Apart from this, the connection is dreadful!! Often lost.

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**Ticket: # 1270900 - no internet service**

**Date:** 10/17/2016 7:03:15 AM

**City/State/Zip:** West Point, Georgia 31833

**Company Complaining About:** AT&T

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## **Description**

We have one provider for our subdivision-AT&T. We have no internet service for days or weeks at a time. This has been going on for at least 5 years. When we call to complain we have been forced to buy new modem's, complete resets, told a tech messed something up while working on a neighbors service, etc. The excuses go on and on. We called and was on the phone for over an hour and finally got a small credit on one bill, but continue to pay each month for a service if we don't receive. We are on day 5 as of this date. October 17th 2016 of no service. When we have to use our phone data to get online to pay bills, complete school assignments, or just be on there in general we are being charged overages on our cell provider. Just ridiculous.

---

**Ticket: # 1271488 - Re: Re: Re: End of Behalf Action Requirement:**

**Date:** 10/17/2016 12:57:13 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Park Tower Apartments

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## **Description**

This is a follow-up to your previous request #1233538 "Re: Re: End of Behalf Action Requirement: "

FIRE ALL STAFFS AT PARK TOWER APARTMENTS AND FILE COMPLAINT AGAINST (b) (6)  
- ADMINISTRATOR OF U.S. DEPARTMENT OF HOUSING URBAN  
DEVELOPMENT USED AGAINST MY NAME!

---

**Ticket: # 1280180 - Comcast services not rendered**

**Date:** 10/21/2016 5:12:32 AM

**City/State/Zip:** Las Cruces, New Mexico 88012

**Company Complaining About:** Comcast

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## **Description**

Hello, and thank you for taking the time to review my concerns.

I share the internet with my two roommates, and I feel it is worth mentioning that the bill is under one of their names, but I am the one who ultimately manages the finances in the household. If you should need an affidavit from my roommate who's name is on the account, please let me know and she would be happy to provide that information.

I feel that at the point I have come to, it is worth filing a complaint for services not rendered, as our internet is almost unmanageable whether we use wi-fi or an ethernet connection. We pay for 50mbps service and when I've done speed tests through Comcast's website, of course it supports that number. But when I transfer data or have it transferred to me manually as a personal test, I can see quite clearly that it caps out at 5mbps every time I've tried this, even when it is the only task draining from the connection. I do understand that the catch is "speeds UP TO 50mbps", but I should think that 5mbps is FAR below what we're paying for.

My household experiences frequent disconnects around the time that we use the internet the most. I work during the day, so I need the internet at night for leisure. Most of the tasks I do involve gaming. Other people often rely on me being a part of a team, and I get heavy penalties when I disconnect. This can be quite frustrating when it happens repeatedly, and results in temporary bans on my account for something outside of my control and completely within my ISP's control. This is also a game that I subscribe to. In short, the service with my internet provider becoming frequently worse is affecting other services that I pay for, and making it not worth the money that I'm spending. Unfortunately, there is no other option for internet in my area or I would have made the switch immediately. It's no secret to the locals that Comcast has a monopoly where I've recently moved.

Lastly, they've just raised the price from \$50 to \$75 without notice or explanation. This wouldn't be a problem if we actually received what we've been paying for, but the internet has only gotten worse since we started to pay the extra, unexplained fee. When I've tried to call about this, I've been hung up on before I can reach anyone. It is for this reason that I've decided to file a complaint with the FCC and I very much appreciate the time you've taken to read over my concerns.

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**Ticket: # 1271107 - Century Link service failure**

**Date:** 10/17/2016 10:28:36 AM

**City/State/Zip:** Montpelier, Virginia 23192

**Company Complaining About:** Centurylink

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## **Description**

My internet line fails 5-10+ time daily. In speaking with their service department , they have indicated noise in the line. Century link has been out 3-5 times replacing the modem 3 times, re-pairing the home line to a new pair of leads. The issue continues. I called service 16 days ago and scheduled service tech to repair the line from home to central porting box. Waited all day and no one showed , called that evening and rescheduled for Saturday, no show. Century link has oversold the band width that should just slow down connectivity, not disconnect. We have been 2+ years dealing with overloaded lines since Verizon did not renew Century Links lease for band width 2 years ago. No support service, and sporadic connection yet I am still paying them We have 26 homes in our subdivision and all are experiencing the same issues. We have a subdivision meeting to discuss on October 29th.

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**Ticket: # 1271161 - Comcast employees / hacking**

**Date:** 10/17/2016 10:54:00 AM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** Comcast

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## **Description**

I honestly believe Comcast employees have been hacking into my paid Wi-Fi online. Every since I signed up Comcast wi-fi internet cyber stalking 24/7. My internet settings and graphics have been changed every time I'm online. Harassment showing me picture of new computers. Inviting me to credit website s. The majority of the cyber stalking happens after Comcast Corporate offices closes and on week-ends. I'm tired of it. When pictures of certain political candidate show while watching CNN.com appear. My internet completely stops working. I maybe wrong wrong. I honestly believe Comcast employees are harassing customers online and other services through Comcast.



---

**Ticket: # 1271484 - Re: Re: Re: End of Behalf Action Requirement:**

**Date:** 10/17/2016 12:54:18 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Park Tower Apartments

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## **Description**

This is a follow-up to your previous request #1233538 "Re: Re: End of Behalf Action Requirement: "

FIRE PARK TOWER APARTMENTS EMPLOYEES REQUESTS:

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[Ticket: # 1271355 - add blocking use of computer](#)

**Date:** 10/17/2016 11:58:41 AM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** AT&T

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### **Description**

A computer service, Mega Backup, has been blocking the use of my computer for several weeks. McAfee helped get rid of it once but it keeps coming back. I live in Palm Beach Gardens, FL and use Uverse internet service.

Thank you in advance for your help for an 84 year old that needs his computer

---

**Ticket: # 1271481 - Re: Re: Re: End of Behalf Action Requirement:**

**Date:** 10/17/2016 12:52:41 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Park Tower Apartments

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## **Description**

This is a follow-up to your previous request #1233538 "Re: Re: End of Behalf Action Requirement: "

PLEASE FIRED PARK TOWER APARTMENTS STAFFS INVOLVED MY FCC SITUATION REQUESTS.

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**Ticket: # 1271491 - Re: Re: Re: Request received: End of Transmission Requests on Park Tower Apt & US HUD Requirement:**

**Date:** 10/17/2016 12:59:22 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** U.s. Senator Jeff Merkley & U.s. Senator Toomey

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### **Description**

This is a follow-up to your previous request #1233531 "Re: Re: Request received: End of Transmission Requests on Park Tower Apt & US HUD Requirement:"

FIRED AGAINST ALL STAFFS WHO INVOLVED THESE CASES AGAINST DAVID JOHNSON, THANK YOU THAT I WILL TELL US SENATOR MERKLEY ABOUT FEDERAL COMMUNICATION COMMISSION REFUSED TO LISTEN MY COMPLAINTS. THANK YOU MUCH!

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**Ticket: # 1271578 - Internet Connection Issues with no solution from Xfinity, Comcast**

**Date:** 10/17/2016 1:31:15 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** Comcast

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## **Description**

We had Xfinity for less than a month and then there was intermittent connection from 13th Sept. 2016. There would be internet connection for 1 hour and off for 7/10 minutes. After being unable to solve it by resetting, taking out the plug for 30 sec., etc, I made my first technical support call on 16th Sept. 2016. Since then the company has sent 4 technicians, all of which tell me there is no issue, has done dozens of resetting and signal checks. I ask them to connect me to the higher, third tier for troubleshooting and they tell me they will lose their job and are not authorised to. I have made several calls in the past 34 days without any solution. I don't know whom to go to or how to solve this issue. It feels like they are making me go round and round among the 1st 2 tier people and have no intention of solving the issue. Please Help !!!!!

---

**Ticket: # 1271803 - Internet Data Cap**

**Date:** 10/17/2016 2:42:23 PM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** Comcast

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**Description**

I quite frankly think it is ridiculous to have a data cap. of any kind, as I pay good money for internet. Their connection speeds are slow, and since mobile phone providers cap. data, home internet should have none.

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**Ticket: # 1271976 - Constant dropping of internet connection Cablevision****Date:** 10/17/2016 3:26:43 PM**City/State/Zip:** Trenton, New Jersey 08691-3447**Company Complaining About:** Cablevision

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**Description**

I have both internet and cable TV service through Cablevision, in Robbinsville, NJ. For over a year, I have had ongoing intermittent problems with the internet communication dropping its connection. My home network loses its signal, and the modem goes through a clearly visible reset procedure (with all the lights going out, and coming back on one by one). The entire building that my condominium is in experiences the same issue. I have called Cablevision multiple times about this, and they claim not to "see" any issues in their support-center diagnostic tests, and claim it is the modem (which they provide as part of my subscription). I have swapped out modems, and the problem persists. Being the modem also does not explain why other subscribers experience the same issue, at the exact same times. Clearly, this is a network (such as provisioning) issue that Cablevision does not want to admit to, and does not intend to remedy (as they have an exclusive Cable TV provider contract with the town, and no real competitors). I live in a condominium, and cannot install satellite TV due to the location of my unit. I am essentially stuck with Cablevision, and they refuse to admit to, and/or fix, problems with their service.

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**Ticket: # 1272067 - constant intermittent outages**

**Date:** 10/17/2016 3:39:48 PM

**City/State/Zip:** Hawthorne, California 90250

**Company Complaining About:** AT&T

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## **Description**

I have constant outages at my location. Easily a dozen times a day for 15-20 minutes. I've contact the provider and have had a half dozen new modems, and new wiring pulled from the phone lines directly to my house and the issue continues.

Usually the line will do out for several minutes and will necessitate a rebooting of the modem. Or I'll get a message where it will say that there is interference on the line (dry line DSL only, no phone line). When I call to complain, they will send a tech out and that will fix the problem for a few days.



---

**Ticket: # 1272273 - Verizon Wireless Blocks SIP traffic**

**Date:** 10/17/2016 4:48:48 PM

**City/State/Zip:** North Attleboro, Massachusetts 02760

**Company Complaining About:** Verizon Wireless

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## **Description**

I have an application that uses SIP voice over IP, hosted on my own server. I discovered that Verizon Wireless does not allow SIP voip connections over the LTE Internet service they bill me for using an LTE modem (MiFi). This is outrageous. I pay for an internet pipe and I can't use it. They will charge me a termination fee if I terminate the service I cannot use. A quick google search of this SIP blocking turns up hundreds of complaints from other Verizon Wireless subscribers. ie. search Verizon Wireless SIP Blocking. One page documents this problem in thorough detail:  
<https://www.onsip.com/blog/in-depth-verizon-blocks-sip-traffic-using-alg>

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**Ticket: # 1272524 - Re: Re: FCC Chairman required forward Letter to U.S. Senators in Washington, DC:**

**Date:** 10/17/2016 6:36:09 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Harsch Investment Properties

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### **Description**

This is a follow-up to your previous request #1233572 "Re: FCC Chairman required forward Letter to U.S. Senators in Washington, DC: "

REPORT TO US SENATORS IN SERIOUS CHARGING COMPLAINTS BRING ME UP TO THE JUSTICE, THANK YOU MUCH FOR REPORTING TO US SENATORS IN FORMAL REQUIREMENT  
THANK YOU MUCH FOR TAKING YOUR TIMES!

---

**Ticket: # 1272401 - Comcast throttling my speed and blocking random internet pages.**

**Date:** 10/17/2016 5:39:30 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

Comcast has made me spend over a thousand dollars in 2 years, telling me my modems are dead. They have been throttling my speed and blocking pages on my internet but they lie about it when I call them.. Instead they say "it's a hardware failure" Which of course makes me call the hardware maker, who in turns says "it's comcast". Then I'm stuck in a loop of incompetence for days and countless hours.. I'm so sick of it. I feel like going down there and bashing heads together. This is what they do to force you into using their hardware and paying them an additional monthly charge.. please stop comcast from doing this slimy nonsense.. Sincerely, (b) (6) ..

---

**Ticket: # 1272458 - AT&T completely messed up my yard unannounced**

**Date:** 10/17/2016 5:59:26 PM

**City/State/Zip:** Arlington, Tennessee 38002

**Company Complaining About:** AT&T

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## **Description**

on 10/17/2016 at approximately 11:30 am CST a man showed up to my house. He indicated that he was here to spray a line so that they could equip our neighborhood with high speed internet from AT&T. An hour later a group of men showed up to start digging and laying pipe/cable.

We were not notified about this ahead of time. They just showed up to the house, stated that they had a contract to dig up our yard, and began to destroy the back portion of our yard.

We made it clear that we were not interested in signing up for AT&T, but they said that didn't matter and there was nothing we could do about it.

We were given a phone number to call to speak with a supervisor. We called the number and got no answer. We left a message for a call back.

How this is legal is beyond me. We received no advance notice and nothing in writing stating that this would happen. Our yard is a mess (despite the "promise" that it would all be cleaned up once the work was complete).

The crew that did the work was very loud and it was upsetting to my wife and 7 month old child. (they were the only people home at this time this happened)

Since I have no other recourse, I am starting with a complaint against AT&T.

Please contact me if any further information is needed.

---

**Ticket: # 1272660 - threat to destroy my hard drive if i didnt call a number immediately**

**Date:** 10/17/2016 7:57:08 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Centurylink

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## **Description**

I has on the internet and all of a sudden my computer was out of my controll and a voice said my hard drive would be destroyed if i didn't call 18889567916. call and was told to hold then i hung up and pulled the plug on my hard drive and restarted it.

---

**Ticket: # 1272656 - threat to destroy my hard drive if i didnt call a number immediately**

**Date:** 10/17/2016 7:54:43 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Centurylink

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## **Description**

I has on the internet and all of a sudden my computer was out of my controll and a voice said my hard drive would be destroyed if i didn't call 18889567916. call and was told to hold then i hung up and pulled the plug on my hard drive and restarted it.

---

**Ticket: # 1272673 - Internet/TV two accounts**

**Date:** 10/17/2016 8:03:48 PM

**City/State/Zip:** Riverview, Florida 33579

**Company Complaining About:** Bright House

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**Description**

I have two accounts with Bright House that stopped working properly since 08Sept.

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**Ticket: # 1273166 - Internet issues with Comcast**

**Date:** 10/18/2016 9:08:43 AM

**City/State/Zip:** Smoke Run, Pennsylvania 16681

**Company Complaining About:** Comcast

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**Description**

(b) (6)

(b) (6)



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**Ticket: # 1273228 - Interference by a WyFy provider**

**Date:** 10/18/2016 9:52:43 AM

**City/State/Zip:** Cibolo, Texas 78108

**Company Complaining About:** Time Warner

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## **Description**

Whenever i am at a business that uses Time Warner Cable/Spectrum WyFy, my wireless phone is bombarded by sign on requests by TWC/Spectrum WyFy! I can't use my phone for the constant requests that I cannot get ride of. Even if I turn off my WyFy somehow they turn it back on??? I cannot sign in to their WyFy because they want me to list my Cable provider, a short list and my provider, att, is not listed! This is bullying at a monster level, more like an attack! It is in the San Antonio Metro area including Schertz/Cibolo area.

---

[Ticket: # 1273262 - Overriding settings on my device](#)

**Date:** 10/18/2016 10:07:37 AM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** AT&T

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## **Description**

The ads being pushed to my device are overriding the settings on my device (volume and personalization). I assume these third-party advertising services are paying Apple to override my device settings from "mute" to turn on the volume through their operating system.

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**Ticket: # 1273428 - Internet not working**

**Date:** 10/18/2016 11:04:26 AM

**City/State/Zip:** Bayville, New Jersey 08721

**Company Complaining About:** Comcast

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## **Description**

I have been trying to have my internet issues to be fixed for several months now. I have put in numerous calls to Xfinity Comcast with the same results, intermittent service. After speaking with representatives, one had said that a previous rep had turned off my internet for a couple months, not fixing the problem. She was going to then credit my account for the months of payment and not receiving service. I have checked my past two statements and no credit. I called Comcast and they said they don't see a credit and started questioning me again on my internet. I had to waste more of my valuable time going through everything that was apparently notated on my account. They confirmed no credit and wasn't sure if they could give me one even though the last rep assured me it was done. What has the result been? Another rep having to look into my account to see if they can credit me and they will call back later. I feel lied to and deceived. The kicker, my internet still doesn't work and Comcast has not even offered to have a tech come out. I'm ashamed that I have to go through loops and bounds to get service that is paid for.

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**Ticket: # 1273505 - Mediacom**

**Date:** 10/18/2016 11:29:44 AM

**City/State/Zip:** Valdosta, Georgia 31605

**Company Complaining About:** Mediacom

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## **Description**

My service with mediacom is unreliable. Often is out and when service appointments are made and confirmed, no one still comes to repair it.

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**Ticket: # 1273542 - Comcast Internet disabled by Direct TV**

**Date:** 10/18/2016 11:47:29 AM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** AT&T

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**Description**

On 10/11 I agreed to switch my Comcast cable and internet to Direct TV and U-verse internet. The sales rep said he was from South Inc., and coordinated the above. On 10/14 a technician came out and installed the Direct TV and in the process disconnected my Comcast internet. I asked him about the internet and he said he didn't know as he was just a contractor for Direct TV. I called the sales rep (b) (6), phone (b) (6) and he informed me he had escalated the issue to his national account manager (b) (6). I requested (b) (6) contact information from (b) (6) to get and update on the issue and he will not provide that to me.

I spent about 4 hours on the phone Friday with Direct TV and AT&T trying to resolve the issue. They do not have an active work order to install the internet therefore they have not been able to help. They insist I should contact Comcast but Comcast is not at fault here. I work from home and require internet service. I have to get this resolved ASAP as I cannot conduct business without internet service. I'm currently using my hot spot from Verizon but it is quite costly to do so. I need guidance on how to proceed.

Thanks,

(b)  
(6)

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**Ticket: # 1273644 - intermitten internet**

**Date:** 10/18/2016 12:19:48 PM

**City/State/Zip:** Valparaiso, Indiana 46385

**Company Complaining About:** Comcast

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## **Description**

We got service in June and I have called every week since June. On 10/13/16 a tech was sent to home to fix issue with internet and cable. On 10/18/16 the issue was back with intermitten signal for internet and cable. Called comcast spoke with Wan and then with surpervisor (b) (6) who told me I would have to pay 60.00 for someone to come and fix issue and it could yake serveral visits for it to be resolved. I asked to speak with his supervisor and was told he was as high as it goes that I could not speak to anyone but him. I asked that he have his manager call me back and he stated again it would be him calling me back. Ihave made all payments on this account and still unable to get relaible service unless I pay for them to fix it Which is unfair considering they have already sent out a tech. I have to call 1 to 2 times a week for same issue and I do not believe that to be right. I continue to be charged full price for a service that I sometimes get and sometimes dont.

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**Ticket: # 1273936 - Charter Internet**

**Date:** 10/18/2016 1:46:47 PM

**City/State/Zip:** Ripon, California 95366

**Company Complaining About:** Charter

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## **Description**

Internet service is always out, we own a gas stations and majority of our transactions are handled on the credit card terminal which is connected through internet. We lost many customers and profits due to outtages over time and always when asked to get reimbursed, they say we cant do that and they hang up. This service provider has monopolized our area, please see all their complaints against them!

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**Ticket: # 1274099 - Spirit Broadband**

**Date:** 10/18/2016 2:31:21 PM

**City/State/Zip:** Crossville, Tennessee 38571

**Company Complaining About:** Spirit Broadband

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## **Description**

My cable,house phone,( which is through the internet)and internet are all through Spirit Broadband.The internet goes out about once every hour,so therefore I don't have a house phone either. I sent an e-mail in August and I was told that I was put on for a work order they couldn't give me a eta when someone would be here. I have called a few times prior to the e-mail and no one will answer so I left messages. In October I sent another e-mail in both e-mails I mention about not getting a discount for this poor service and still get a full bill, which I haven't paid in full because of this reason. Not one person has called me or been to my residence to fix the problem. I was told in the October e-mail reply that I would receive a discount in November.



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**Ticket: # 1274311 - Denial Of Service, Line tapping, hacking, Invasion of privacy**

**Date:** 10/18/2016 3:48:54 PM

**City/State/Zip:** Bluff City, Tennessee 37618

**Company Complaining About:** Btes Bristol Tennessee Essential Services

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## Description

Multiple reports already filed through 3sg however the issue is still on going. A local resident is hacking my pc's and tapping into my phones. He has hacked three computers so far. The computers have been scanned for viruses and the hard drive cleaned and software reinstalled. But he continues to get access. Local authorities have been contacted but advised this is not something they can handle and that its a federal offense. To report to the FCC, Online Reporting and FBI. Multiple reports have been filed with all. Local service provider has been contacted also advised to forward to fcc. Its my thoughts that this person has access to phone company equipment either former employee/current employee or a relative. He is able to gain access even to straight wired phones and has been heard singing in the background during calls. Clicks and other sounds of picking up on the lines heard. Also, even straight wired pc has been hacked after doing the clean/reinstall and removing the wifi card completely from the pc. He opens multiple ports takes over administrative rights and generally causes interference with using the pc. Virus scans haven't detected it(windows defender, mcafee, geek squad web root) However, mcafee and web root has detected and shown the multiple ports and some ip addresses on the network. Even though no virus detected its is noticed that he launches/uses srvhost.dll files, com surrogate, and other window files to his advanced during the hacking. On occasion I have been able to capture images and find his computer information showing under networking options. (RALINK RT2860 Linux Client b0:c5:54:10:c0:31) The network card ID I believe is one that is used by local phone company possibly in the past...(ie Century Link, BTES, Sprint, Embarq) I have images to document this as well. The individuals is essentially denying my service both internet and phone. Has even hacked the cams/mics on pc and when I was trying to make calls to report the active hacking he interfered with the call. The call was not able to go through. After driving down the road away from the area with a cell phone the call was able to be completed with no problem. This has happened to and proven by not only myself but by my mother. We both did the same thing on separate instances. He is able to receive most over the air signals....wifi....2.4ghz home phones.... routers....and as said even wired connections. As this may appear to be a minor intrusion to some it has become a major problem for me. I have essentially been blocked from using the computer to access such things as insurance, bank accounts, ordering or anything of personal confidential information due to his fear tactics/interference. Even telephone calls. I have been unable to complete tasks such as required insurance enrollment with dead lines. That could cause me to loose my insurance with no chance of getting it back at a later date (retirement disability insurance). I'm unable to discuss such information over the phone due to the fact they will gain information such as social security numbers, and other private info. Today I was unable to confirm information over the phone for a needed medication for multiple sclerosis that myself and my doctors have been working on getting approval with insurance and financial assistance. At this point since I was unable to discuss it I don't know if I even qualified for the assistance or how to pursue my future medical treatment for MS. On Oct. 6th I contacted the FBI in Johnson City and the field office in Knoxville. (b) (6). That night I stayed at a local motel (Days Inn) to try and get some rest and use the internet to yet again attempt completion of insurance enrollment and other online tasks. Later that night I discovered I was followed by several individuals from my neighborhood. (Thinking probably tracked me through the gps on my phone)

Since it was open wifi I didnt complete my enrollment. I have pictures of the individuals cars, tags and some of them as well. Also, I,m sure that the motel also has images on their camera's along with registration. Not only is the communications a problem at this point. I have had multiple harassment issues from the same individuals with complaints filed with local authorities.

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**Ticket: # 1274561 - Comcast**

**Date:** 10/18/2016 5:07:11 PM

**City/State/Zip:** Aberdeen, Maryland 21001

**Company Complaining About:** Comcast

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### **Description**

Comcast came out to install cable for neighbor and cut my cable line to do so. I didn't have service for 1 1/2 days. Called my cable provider who sent out a tech to fix problem. Tech explained that the loss of service was caused by Comcast cutting my cable and using the line to provide service to neighbor. Called Comcast about it and they said that since I wasn't one of their customers, they wouldn't do anything about it.

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**Ticket: # 1274854 - Billing and internet service**

**Date:** 10/18/2016 6:54:23 PM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast service for yrs my name and my wife's name I have called and called since 2013 about the Internet service and trying to have them come out and check the wiring for weak signal and they have just keep on brushing me off and I have decided to be late on my payments cause why should someone pay on time for service they haven't gotten for two yrs and I pay it but I pay it late and I can never get anyone to understand what I'm going thru it's not just me and my wife but my kids are in college and need Internet and we re not getting what we need or what we were promised my kids just end up going to the library and getting stuff done there cause they can do much here. My bill has be going up and up a two yr agreement was set up for the price 148 a month now I'm at 192 a month I have call many time they have taken care of it for a month and then it goes back up again idk I haven't had anything good come from this provider only issues and issues I have spent more then an 1 everytime I call and try to get this fixed Every other month

---

**Ticket: # 1274990 - Wireless tampering? Is this illegal?**

**Date:** 10/18/2016 7:39:04 PM

**City/State/Zip:** Warrenton, Virginia 20188

**Company Complaining About:** Comcast

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### **Description**

My neighbor has been approaching my property line and directing an instrument in the direction of my house and garage. I thought he was photographing my wireless security camera, but now I believe he was trying to interfere with the wireless connection. I wonder if this is illegal. Please let me know if what he was doing was not appropriate. He has done this a number of times. I attached one file but have several others that are similar.

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**Ticket: # 1275163 - Comcast Internet Service**

**Date:** 10/18/2016 9:21:03 PM

**City/State/Zip:** Ada, Michigan 49301

**Company Complaining About:** Comcast

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## **Description**

I've had Comcast Business Internet for nearly 2 months and have experienced daily lost of connecting issues and have contacted Comcast at least 3 times a week and they have been on site 5 times with no fix in site. My business depends on the internet and we are being prevented from doing business. My techs & my team have spend hours and money to correct the issues. We continue to believe they have a issue in the area as was reported to us by one on there tech's whom I have his name and contact info. Comcast continues to deny their responsibility. Incident # CR642541862

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**Ticket: # 1275902 - Interference**

**Date:** 10/19/2016 11:51:01 AM

**City/State/Zip:** Nyack, New York 10960

**Company Complaining About:** Optimum

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### **Description**

FIOS continually sends me ads for their service, which costs 130% more than my Optimum wireless service. They know my name, and they must know I am an Optimum user. I don't use tv. Today, my streaming of BBC live news is interrupted, I assume intentionally by Fios. HELP?

---

**Ticket: # 1275748 - Re: 12+months of <50% connectivity with Comcast ISP**

**Date:** 10/19/2016 10:51:49 AM

**City/State/Zip:** Port Huron, Michigan 48060

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1136537 "12+months of <50% connectivity with Comcast ISP"...

Within the first 2 weeks of September, Comcast and I, and my father, had come to an agreement of how much credit would be applied to his account for the entire time of service interruptions. I informed multiple persons from Comcast (Andrea from Corporate, "AD" from twitter @comcastcares, as well as "Jimmy" the Comcast line technician... that the problem was NOT fixed, just "better".

From day one of the conclusion of my case, I had been telling them, every few days, that the problem still existed. "Jimmy", who lives in my neighborhood had claimed that, he had not seen any issues on his end (assuming he used his gear to monitor the connection from his home, just ~100 feet away from mine...), and I would tell him that "I" am seeing issues.

On September 17th, despite my "ranting", had requested that the FCC Complaint be re-opened for rebuttal, (again, sorry about the rant, but Comcast is truly the most disrespectful group of individuals I've ever had to deal with!)....

**\*\*I am here again, requesting that the matter be re-opened.**

During the few days leading up to the closing of this case, having been in direct contact with 'Jimmy', he had given me his personal cell phone/contact information and requested that I let <him> know if and when we had issues again... so, from time to time I would send him a txt message to inform him of interruptions to our connection, but after 2 or 3 times... no longer received any response from him.

On October 11th, I texted him to inform him that our problem began getting MUCH worse than I had previously let on... from the 3rd to the 11th it had gone out quite a bit... and has since then continually gotten worse. In the last 3 or 4 days, our connection has been going out just as bad as it had been back in the months/year prior to my FCC complaint.

Last night, October 18th, I sent @comcastcares a direct message to inform them of <all> of this. At first, a new person tried to pass this off as a new issue, but I complained and around 4am (Oct 19th) someone else responded to let me know they would be contacting my area's "corporate" offices to get them to look into the matter.

At 9am this morning (Oct. 19th), I received a call from said corporate office(s) and was once again treated as if this were a first-time thing, and they wanted to send a "technician" out to our home...again... as if this were a new issue and that it's 'required'.

**\*\*To the best of my knowledge, I can refuse them entry into my home for an issue that has been ongoing and has been proven to NOT be in or around our home.**



As quickly as I began to refuse and explain why... the person on the phone became extremely belligerent with me "You refuse?!" In the end, I agreed.... and came here to re-open this.

\*\*Attached are screenshots of our modem's logs page, as well as the "signal status" page. Each "Lost MDD Timeout" represents one or more "channels" losing packets/data and/or being dropped (going out/disconnecting). You can see that they cover a broad time frame...from August 31st, some spanning the month of September, and then leading up to today. (Please note the "correctable" and "uncorrectable" codewords/errors. This is data that has to be resent or has failed to be received, aka lost data/packets. When the "SNR" drops below 32dB, errors start to accumulate. When the SNR drops below 26dB, "ALL" modems drop that channel as it has become unusable and gives too many errors. Errors are caused by interference, loose connections at the node/trunk line/plant... ingress... etc etc.)

I do not feel that the Comcast's South Eastern Michigan personnel are taking this seriously, as again... I had made it abundantly clear that the issue never was resolved in the first place, and now they are going to try to make me jump through hoops again.

I would also greatly appreciate if I could have a 2-way dialogue with someone from the FCC to discuss my options.... we are not made of money but have considered a "formal" complaint, is a lawyer necessary? We have plenty of evidence to support our claim(s), even Comcast's acknowledgement of said issues in the past.... what can be done?

Thank you!

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[Ticket: # 1276866 - Jammers being used on/near Eielson AFB](#)

**Date:** 10/19/2016 4:31:24 PM

**City/State/Zip:** North Pole, Alaska 99705

**Company Complaining About:** AT&T

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## **Description**

During the Red Flag Exercises on Eielson AFB, it is believed that there are Jammers being used. This is interfering with cell phone data. This problem only happens during the normal duty hours and only during Red Flags.

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[Ticket: # 1275953 - supremocontrol.com unsolicited computer help support call, download, C&C](#)

**Date:** 10/19/2016 12:06:53 PM

**City/State/Zip:** New Orleans, Minnesota 70115

**Company Complaining About:** Cox

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## Description

I received a call from an unknown number a few minutes ago from a help center tech named (b) (6). (b) (6) sounded like he had an Indian accent. He was telling me they received an alert about my computer security. He had me run eventvwr and told me the administrative events were too high. He transferred me to another tech with an Indian accent named (b) (6). (b) (6) walked me through msconfig to show me that all of the services that are stopped indicate that i will lose my computer over time without his help. He directed me to open the run window again and type in [www.supremocontrol.com](http://www.supremocontrol.com) and press enter. from there he asked me to download a file from their website and run it which would prevent other hackers to gain access to my computer and allow him to secure the situation.

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**Ticket: # 1275999 - Company collusion**

**Date:** 10/19/2016 12:18:24 PM

**City/State/Zip:** East Amherst, New York 14051

**Company Complaining About:** Comcast

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## **Description**

I have internet through comcast at in Port St. Lucie Florida. I received a notice that I would be capped at 1 TB of data regardless of account type and billed for excess usage. When I went to change to AT&T. I discover they also have implemented the same cap also regardless of account type. This very fact, Same time frame, same cap, same rules, leads one to believe there is illegal collision between AT&T and Comcast. True competition would have them fighting for customers not colluding to stop changes by implementing the same rules at the same time.

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**Ticket: # 1276095 - INTERNET**

**Date:** 10/19/2016 12:43:30 PM

**City/State/Zip:** Fort Lauderdale, Florida 33308-6448

**Company Complaining About:** Comcast

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## **Description**

Over the past 3 years I have had problems with my internet provider: Comcast-Xfinity-NBC Universal. I have called (b) (6), (b) (8), (b) (6) / Executive Assistant to (b) (6), CEO & Chairman of Comcast several times.

I feel I have had 3 computers spike and burned out and constantly I have had problems with dropped INTERNET signal ONLY.

Comcast has had all their chief engineers at my home, everything has been rewired and yet the problems continue. I feel someone is sabotaging my internet service. I would appreciate an FCC representative contacting about these problems. If Comcast-Xfinity/NBC-Universal can't manage what they have why would the FCC allow a further merger with Time-Warner)

Best regards,

(b) (6)  
Chairman & CEO  
Palace Players, Inc.

(b) (6)  
[REDACTED]

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**Ticket: # 1276161 - Gmail Account jammed**

**Date:** 10/19/2016 1:02:18 PM

**City/State/Zip:** Fresno, California 93706-9409

**Company Complaining About:** T Mobile

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## **Description**

For two days outgoing mail has been en queue. Sensitive and critical private email stopped despite bill paid up to date with unlimited data oct 27, 2016 just reduced speed.

Other email sent successfully.

Even upload speed nearly 0

While submitting complaint with FCC.

I have normal google.com speed search only with various DEMOCRATIC AGENCIES who has control of information.

Fresno, CA

SERVICE VIA WAL-MART (b) (6)

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**Ticket: # 1276572 - Centurylink & Centurylink End User Agreement fail to communicate the Financial Liability of Customers Subject to Excessive Use Policy (EUP)**

**Date:** 10/19/2016 3:03:25 PM

**City/State/Zip:** San Tan Valley, Arizona 85140

**Company Complaining About:** Centurylink

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**Description**

Centurylink blocked all internet access through my 40MB down / 5MB Up paid residential internet service after i unknowingly exceeded criteria contained in their Excessive Use Policy (EUP) that I was not aware of when i purchased the product. Additionally even though CenturyLink specifically states:

"You can log in to your My Account to see how much data you have used so far."

(<http://www.centurylink.com/help/index.php?assetid=317>)

I have been unable to find this information in my user account and I confirmed with customer service that they were not aware of such data even existing for me to review .

While contacting Centurylink to get my internet service unlocked. I learned that I, as a residential customer, am subject to an Excessive Use Policy (EUP). The EUP was not communicated to me when I purchased the service originally back in 2013 nor when i changed service Types "Prism" (exempt from EUP) to "NO Prism", or when i changed service speed types: 20MB increased to 40MB, nor have I been able to pro-actively track my usage due to false direction provided by CenturyLink website.

Penalties related to the EUP how now been communicated to me by default as a result of this situation as follows:

How much data does my CenturyLink High-Speed Internet (HSI) plan allow me to use?

The amount of data allowed each month depends on your CenturyLink HSI plan.

**CenturyLink® High Speed Internet Plan**

Allowed data usage per month

(download and upload)

7.0 Mbps and lower | 300 GB

More than 7.0 Mbps | 600 GB

1 Gig | No limit

Q. What is the CenturyLink Excessive Use Policy and how does it apply to me?

A. CenturyLink High-Speed Internet customers are subject to the CenturyLink Excessive Use Policy that sets limits on the amount of data a customer sends and receives over their High-Speed Internet connection based on the service plan that a customer purchases. The CenturyLink Excessive Use Policy

includes both Download Guidelines for most customers and a Usage Based Billing program that, for now, is limited to residential customers located in Yakima, Washington.

□ Download Guidelines: Most customers must comply with CenturyLink download guidelines. Customers who routinely download more data than stated in the guidelines for their speed are encouraged to decrease usage or upgrade their High Speed Internet plan.

I feel as a measure of transparency and ethical internet sales the EUP Cap on internet usage should be required to be communicated and wholly represented in all Sales associated to Internet Services subject to the EUP.

Example

<https://www.centurylink.com/home/internet/>

40 MB 29.95 a month

1-Year Pricing Guarantee

Fast speed supports multiple devices

Great for streaming HD movies

Speeds up to 40 Mbps - May not be available in your area

Missing Info\*\*\*\*\*MAXIMUM DOWNLOAD OF 600GB TOTAL DATA PER MONTH\*\*\*\*\*



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[Ticket: # 1276889 - Bait and switch by GoDaddy on what they sell vs what they do to customers for domain hosting](#)

**Date:** 10/19/2016 4:36:59 PM

**City/State/Zip:** Lexington, Kentucky 40509

**Company Complaining About:** Godaddy

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## Description

Uploaded websites to my GoDaddy account. Once three year term expired the websites were dead to the WWW which is fine, that's the service I paid for. But GoDaddy refused me access to my account to retrieve my websites until I paid a \$9.99 extortion charge. My website data sitting in my account but they deny access unless you buy hosting again to publish to the WWW (which I did not want as we are leaving them). I want a refund and their policy to be changed or clearly explained prior to service so other people aren't taken hostage.

---

**Ticket: # 1276948 - internet service**

**Date:** 10/19/2016 4:50:38 PM

**City/State/Zip:** New Paltz, New York 12561

**Company Complaining About:** Time Warner

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### **Description**

TWC states that I have 200mb speed and I'm only running at a fraction of that 1/20th of it at 17-20%. They advertise that I can have that speed and I pay for it, but my devices don't reflect that!! they have been here at least a dozen times and tell me it's working at 95%. I have now switched my tv to satellite and that doesn't work well b/c it can't connect to internet. it drops and buffers. I even purchased a network extender.....doesn't work

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**Ticket: # 1276969 - Complaint against ATT**

**Date:** 10/19/2016 4:57:57 PM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** AT&T

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### **Description**

For over 3 weeks, I have not been open my emails. I need to reset my password and ATT is telling me that there is a hard lock on my account. Digital Assistance has not been able to help. They continue to apologize but nothing has been resolved. I am a Lieutenant Commander, member of the US Coast Guard Auxiliary, and I need to access my emails.

---

**Ticket: # 1277550 - Interruption of streaming**

**Date:** 10/19/2016 10:07:57 PM

**City/State/Zip:** Nyack, New York 10960

**Company Complaining About:** Optimum

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### **Description**

While watching the presidential debate on October 19, my streaming has been several times interrupted. I suspect Fios of doing this, as they continually solicit my change of Internet service from Optimum, which would cost about 130% of what I pay now; I do not use television.

---

**Ticket: # 1277765 - Comcast Data Caps**

**Date:** 10/20/2016 4:02:33 AM

**City/State/Zip:** Yuba City, California 95991

**Company Complaining About:** Comcast

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**Description**

Data caps should not be legal.

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**Ticket: # 1277601 - Data Caps****Date:** 10/19/2016 10:45:45 PM**City/State/Zip:** Seattle, Washington 98116**Company Complaining About:** Comcast

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**Description**

Imposing data caps on our family will severely limit our ability to work and study from home. 5 people live in this house so it will be extremely easy to run over the data cap for us. We don't even get to choose what data we receive as I don't choose to have ads which waste my data. Comcast has no reason for imposing this cap other than for purely profitable purposes.

---

**Ticket: # 1277846 - lost internet**

**Date:** 10/20/2016 7:37:58 AM

**City/State/Zip:** Mason City, Iowa 50401

**Company Complaining About:** Mediacom

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## **Description**

During the night of October 19, 2016, my family was just settling down with our popcorn to watch some Netflix. The internet went down and was down for roughly 45 minutes. This is NOT acceptable. It was not just my residence as I saw a post on a Facebook rant page - all Mediacom customers were out.

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**Ticket: # 1278229 - Mediacom**

**Date:** 10/20/2016 11:50:06 AM

**City/State/Zip:** Mason City, Iowa 50401

**Company Complaining About:** Mediacom

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## **Description**

Internet is constantly going out. Customer service is rude and hung up on me. Have had issues numerous times and nothing done, but still charged ridiculous monthly bills. Need competition in our area so they are not a monopoly!



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**Ticket: # 1278340 - At 7300 Kaiser Permanente Medical Facility HEALTH PRIVACY ON WI-FI**

**Date:** 10/20/2016 12:28:30 PM

**City/State/Zip:** Fresno, California 93706

**Company Complaining About:** T Mobile

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## **Description**

Suspicious no T-Mobile network connection in the department of KP so force to comply with open Wi-Fi which is stated by the magistrate judge IF any government agencies or local authorities view PRIVATE INFO it is unconstitutional 4th Amendment violation. Please check validity of KP POLICY AND WI-FI AND WHY T-Mobile network connection not working fit data

---

**Ticket: # 1278716 - Poor service at 2 pm**

**Date:** 10/20/2016 2:12:58 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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### **Description**

Every day at 2 pm the internet goes out.

Every day. We have called every two weeks for over a year. Comcast won't do anything about it. We call, and we call. We pay every month through auto draft.

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**Ticket: # 1278784 - Propaganda**

**Date:** 10/20/2016 2:27:35 PM

**City/State/Zip:** St. Petersburg, Florida 33713

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## **Description**

Nicole Hemmer is spreading false information, blatantly ignoring Project Veritas undercover videos showing Hillary Clinton is rigging the election and saying Trump "undermines your entire system of government" and "That seems to be what's happening with Donald Trump's cries of a rigged election".

<http://www.usnews.com/opinion/thomas-jefferson-street/articles/2016-10-18/donald-trump-rigged-election-claims-undermine-democracy>

Surely she faces some penalty for knowingly spreading false information? These videos are viral, so I don't know who she thinks she is, but I find her very disturbing.

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**Ticket: # 1278803 - Comcast Data Cap roll out**

**Date:** 10/20/2016 2:34:45 PM

**City/State/Zip:** Milton, Vermont 05468

**Company Complaining About:** Comcast

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**Description**

I would like to express my concern that Comcast is beginning to limit the amount of data that customers are allowed to use without reasonable decreases in service costs. I would also express concern regarding the method that Comcast uses to bypass the cap.

Comcast has started to cap the data a customer can use on their monthly plans in regions around the country. The data caps are reported to be 1024 Gigabytes in a billing cycle. The proliferation of online data services, such as streaming video, online gaming, and social media can quickly consume the majority of the allotted data. It is important, in this public service sector, that limits not be imposed or that opportunities exist to bank unused data from the previous billing period so that these data caps do not negatively impact the customer.

According to reports, Comcast allows the data cap limitation to be removed if the customer pays another \$50.00 US for "unlimited data". This large fee seems exorbitant. A more reasonable rate should be offered to double the data cap to 2048 Gigabytes per billing cycle.

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**Ticket: # 1279236 - Comcast Data Caps**

**Date:** 10/20/2016 4:19:25 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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**Description**

This is ridiculous that I even have to write this complaint up but comcast is now injecting their own content into my internet traffic and on top of that they have implemented a 1 TB data cap for monthly cycles. I'm paying for their speeds and now they're going to limit how much of their service I can use?

---

**Ticket: # 1279439 - Comcast and the upcoming data caps**

**Date:** 10/20/2016 5:26:10 PM

**City/State/Zip:** Lakewood, Colorado 80215-0000

**Company Complaining About:** Comcast

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## **Description**

The internet has been deemed a resource like water or electricity. We pay for those but there is no upper limit on how much you can practically use. With the internet we already pay monthly for it but now there is an absurdly low limit on how much you can use before you get charged almost the same what you already pay monthly? Tell me how that is a morally/ legally sound decision. You guys and gals already stopped the Comcast / Time Warner merger (and thank you so much for doing so) because you saw the potential for abuse. Well Comcast plans to abuse its customers even more than it already does (how many complaints have you received about their billing practices?) with these datacaps. They may say that a terabyte is enough data today, but they are planning for when streaming services such as Netflix move fully to 4k. People will tear through their 1TB a month like it was nothing if they binge watch a season of Breaking Bad in 4k. Comcast is playing a bit of a long game here, they cant wait to hit non-techsavvy customers with overage fees who will have no idea that Netflix is switching to 4k (and therefore do not adjust their viewing habits). Finally, I know that the FCC is staffed by normal people like myself, you have a vested interest in this to! Wont you be pissed when you go home March 24th 2017, its late, you are very tired and all you want to do is zone out with some Narcos, but oh no! you already used all your data for March and you either do not watch tv, or pay an extra \$50 (and ill bet you \$50 that the overage charge will continue to rise each year). This impacts everyone.

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**Ticket: # 1279431 - Comcast Incompetency****Date:** 10/20/2016 5:22:12 PM**City/State/Zip:** Jacksonville, Florida 32210**Company Complaining About:** Comcast

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**Description**

The internet service that Comcast is providing for my house has slowly been degrading with high pings, latency issues, slowing speeds, and random disconnects. Despite the issues, we had faith it would be resolved when we scheduled a repair appointment and requested more coaxial lines to be installed at the same time. We had to wait a week before the tech arrived. When the technician showed up, he stated he could not fix the problem because it was at the road in the cable box, not the one at the house. He said he would be filing a report to have a Comcast truck come out and service the box. He also stated nothing was in the report about an installation so he could not do that. The technician did not give us a confirmation number of his report to fix the box, he simply went outside and never came back. We did not even know he left. Still, while he was at my home, he said it would be 4-48 hours before our service was fixed. So we waited. Two days later, the Internet is worse and I decide to call in about the problem to see why the line had not been fixed within the 4-48 hour timeframe. There is no report about a repair in the system and I have no confirmation number because the previous tech simply disappeared. Now another appointment had to be scheduled. Weeks of horrible service. Numerous people in the call center lying to me or getting an attitude with me. Even the tech cannot do his job right. All I want is internet service that is reliable since I am paying for it. Though I also seem to be paying for installations that never happened as well.

---

**Ticket: # 1279638 - Re: Atlantic broadband****Date:** 10/20/2016 6:39:35 PM**City/State/Zip:** Griswold, Connecticut 06351**Company Complaining About:** Atlantic Broadband

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**Description**

This is a follow-up to your previous request #1068137 "Atlantic broadband"

Why does this keep getting closed. This issue is not fixed. has not been, and its been a year long. below are logs to their hops.

Reply from 172.85.31.81: bytes=32 time=975ms TTL=253

Reply from 172.85.31.81: bytes=32 time=21ms TTL=253

Request timed out.

Reply from 172.85.31.81: bytes=32 time=17ms TTL=253

Request timed out.

Reply from 172.85.31.81: bytes=32 time=13ms TTL=253

Reply from 172.85.31.81: bytes=32 time=76ms TTL=253

Request timed out.

Reply from 172.85.31.81: bytes=32 time=1748ms TTL=253

Request timed out.

Reply from 172.85.31.81: bytes=32 time=40ms TTL=253

Reply from 172.85.31.81: bytes=32 time=38ms TTL=253

Reply from 172.85.31.81: bytes=32 time=245ms TTL=253

Reply from 172.85.31.81: bytes=32 time=31ms TTL=253

Reply from 172.85.31.81: bytes=32 time=19ms TTL=253

Ping statistics for 172.85.31.81:

Packets: Sent = 2004, Received = 1974, Lost = 30 (1% loss),

Approximate round trip times in milli-seconds:

Minimum = 9ms, Maximum = 2612ms, Average = 24ms

Control-C

^C

C:\WINDOWS\system32>



---

[Ticket: # 1279742 - Comcast 1tb data cap](#)

**Date:** 10/20/2016 7:21:08 PM

**City/State/Zip:** Evanston, Illinois 60201

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a one terabyte data cap on my internet.

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**Ticket: # 1279993 - Unreasonable data caps on cable internet**

**Date:** 10/20/2016 10:11:03 PM

**City/State/Zip:** Fresno, California 93720

**Company Complaining About:** Comcast

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### **Description**

The 1TB limit imposed on our internet usage is far too low for a household with 4 internet users. Large data usage is necessary and there is no way to upgrade the cap.

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**Ticket: # 1280198 - Interruption on wifi**

**Date:** 10/21/2016 7:01:20 AM

**City/State/Zip:** New Hyde Park, New York 11040

**Company Complaining About:** Optimum Online

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## **Description**

My wireless internet access is disrupted and I am bumped from websites every time a plane passes over my apartment. This happens several times a day and often repeatedly in the mornings when I am reading the news online. I lose the sites and receive an error message no internet connection. This is not a hotspot I am using. It is my internet that I am connecting to.

---

**Ticket: # 1280395 - Having to watch commercials when viewing the news**

**Date:** 10/21/2016 10:38:07 AM

**City/State/Zip:** Dover, Delaware 19904

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer. I don't know if this is against any rules or not but I am so angry that I pay for my internet & it is not CHEAP with them. Then when I click on a news article I want to see I have to watch a 30 sec commercial. It is bad enough that I have to watch commercials on TV but why is it necessary that I pay for my internet & then they get paid for the commercials. So they get paid twice & I can not skip the commercials. Just thought I would ask why this is now allowed when I first started there were no commercials. Then there were commercials but I could skip them. Now I have to watch them & the sound is loud like TV commercials are. Thank you for listening. Hope you can stop this double dipping they now get to do with the internet. (Account is in (b) (6) my husbands name).

---

**Ticket: # 1280469 - Comcast is blocking me from TWC email**

**Date:** 10/21/2016 11:16:19 AM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Comcast

---

### **Description**

I live in Austin, Texas and have TWC internet and email. I am currently in Mass. visiting my daughter who has Comcast internet. Comcast is blocking us from accessing our TWC internet email. My daughter called Comcast and they cannot fix it. I called TWC and it is a Comcast problem. My daughter used his cell phone by wireless carrier Verizon and it worked fine. I think this is intentional misconduct.

---

**Ticket: # 1280503 - Hurricane outage being ignored**

**Date:** 10/21/2016 11:29:50 AM

**City/State/Zip:** Jacksonville, Florida 32210

**Company Complaining About:** Comcast

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## **Description**

Hurricane Matthew knocked down the utility pole physically ripped connections to all services. The power company came days later to replace the pole and restore electricity. We have had a real hard time getting Comcast to come over and restore our services. We were told three times on three different occasions that someone would be out to restore our service. On the day and time told to us by a Comcast representative; no one showed to fix our problem. We have made complaints online, by phone and in person at Xfinity stores and it seems that they don't understand nor care. In the meantime, we have been billed for services even though our cable is severed from the house.

---

**Ticket: # 1280586 - Slow internet speeds and minimal data allowances**

**Date:** 10/21/2016 1:07:37 PM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Shentel

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**Description**

Shentel charges ridiculous prices for extremely slow in and out wifi services, even in my three bedroom apartment i get minimal to no coverage. Trying to watch a 20 minute episode of TV on Netflix, I will lose connection 3-5 times during the one episode. As a college student working two jobs, I need internet to take care of homework for all of my classes, and I think its absurd that I need to go on campus if I want fast enough internet to be able to complete my homework, as the speeds that Shentel offers is not good enough.

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**Ticket: # 1280779 - Verizon - Problem Not Resolve**

**Date:** 10/21/2016 2:32:42 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19144

**Company Complaining About:** Verizon

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## **Description**

From last week until today, I am having intermittent interruptions with my internet and landline services. He called Verizon and they said they will send a tech out. The tech came yesterday. They said that they were able to resolve everything except the humming on the line.

Verizon send out another tech to correct the humming sound. He received a text saying that the problem was resolve. Upon his arriving at home, the internet and landline were not working.

Resolutions:

He wants his services fixed asap. He also wants a credit on the account.



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[Ticket: # 1281534 - internet issues](#)

**Date:** 10/21/2016 9:59:07 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## **Description**

I have so much frustration trying to solve this internet problem, I get disconnected every 15 min.

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**Ticket: # 1281169 - Comcast**

**Date:** 10/21/2016 5:35:33 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Comcast

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## **Description**

- I have been waiting for a new router to arrive to my house for over a month now and never showed up. When asked where it is I'm told to go to the Comcast store and pick one up.
- I have had horrible internet for about 3 months.
- I added a phone line and cable box because it was meant to be cheaper than what I was paying and I'm paying more than ever before.
- I am so tired of dealing with Comcast support because they don't resolve anything and delay my problems more.

---

**Ticket: # 1281413 - Lack of Internet from provider Zito Media**

**Date:** 10/21/2016 7:55:12 PM

**City/State/Zip:** Liberal, Kansas 67901

**Company Complaining About:** Zito Media

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### **Description**

I have called Zito several times for 2 weeks complaining that the internet will not stay up. Absolutely nothing has changed in our home to cause any interruption with their service. They have given us several bogus excuses as to what is happening. We've been told they will send a tech out to fix but they never do. We've been told they will call and explain more as to why the internet does not work and they never do. I refuse to argue with these people any more and we can't cancel as they point out we have a 2 year contract. Is it the FCC's position to help the consumer get what they pay for.

---

**Ticket: # 1281518 - ERROR: network occurred by Wal-Mart/T-Mobile**

**Date:** 10/21/2016 9:38:54 PM

**City/State/Zip:** Fresno, California 93706

**Company Complaining About:** T Mobile

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## **Description**

Account is paid in full.

PDA will shut down "emergency calls only"

Data speed NEVER as promised by contract

Wal-Mart Kerman Electronic Dept Alicia said, it always happens when she at times uses her AT&T pda system glitch. Customer Service had no clue why pda is interfered because they gave not heard such issues. Only this SPOOF ASSIGNED MOBILE NUMBER BY T-Mobile

Again only when I submit FEDERAL GOVERNMENT COMPLAINT

Also individuals say they call but they get voicemail despite my ringer on. Or a friend I called says "hello" 3 times & I get instant disconnect but NEVER heard any hello's

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**Ticket: # 1281548 - Failure to provide service advertised**

**Date:** 10/21/2016 10:22:34 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Directv

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## **Description**

DirecPath, a branch of AT&T, my current internet provider claims to offer 25 megabits per second with my current plan. Currently the internet has been down for 5 of the 20 days we have been on the plan with the internet cutting in and out on the days that it even does function. Numerous complaints have done nothing to resolve the issue. At best they will raise the speed to 17 Mbps during the call to customer service. After which it plummets down to speed as low as 0.62 mbps. This simply should not be advertised as an internet service. Attached is a speed test taken at the time of the writing of this complaint.

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**Ticket: # 1281624 - radio transmission bleeding**

**Date:** 10/22/2016 1:15:05 AM

**City/State/Zip:** Lakeview, Oregon 97630

**Company Complaining About:** T-net Our Of Lakeview, Oregon

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## **Description**

Sometimes during the day when I am on the internet a radio transmission would bleed over and interfere with me on the internet. My cousin tells me a Ham station antenna is not properly covered. Is there a piece of equipment I could borrow from you to locate this improperly covered antenna?

---

**Ticket: # 1281795 - Unauthorized hacker control my phone remote**

**Date:** 10/22/2016 10:44:24 AM

**City/State/Zip:** Anchorage, Alaska 99502

**Company Complaining About:** AT&T

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## **Description**

Im being blocked from getting help due to what i feel political and corruption. I believe the covert government/medical electronic torture thats going on is reason to drive me to suicide to benefit in some way. My current experiences seem to be in the news with unknown name familiar photos which makes me think the people stalking me using my life as way to make money while slowly killing me remote possibly medical distribution radioactive fluid. All internet is hacked coming from unknown location all devices and home internet. Consistent since 2013 and the police as well doctors ignore. I feel someone has taken my life over by intercepting all data from internet cloning my 2 devices and applying loans getting into email having all documents interface go to a unknown device. ATT allowed unauthorized devices ignores the situation. Threatening feeling over mortgage fraud person wants to be a representative on SSDI to carry out the fraud that already sent real estate mortgage people to prison few years ago. Due to corruption and withholding information im being threatened if get help ill lose SSDI. They intercept both postal all communications on every wireless device. Including signing me up medical records they use them to blackmail me. Ive been blocked from making calls including 911 and filing reports. I really need help because I have barely left home in 3 years over this. Im victim electronic shock torture and laser via satellite same exact symptoms as ive researched past year more. Due to professionals and law keeping me from help to benefit their friends or family has put me in situation live fear off the stalker tracking my son as well ordering people to hurt me if i tell. I need someone to investigate the situation so i am not having all my familys information to destroy humiliate me. I was hearing that the person filed a complaint on me. That would be great id be happy to provide my phone give all past numbers and serial numbers to get resolved. Prevents me from living. The live satellite tv and medical implant unauthorized human experiment military possibly initiated from family member USAF or female in Alaska or Hawaii.

Please return my call. (b) (6)

Thank you,

(b) (6)

Anchorage alaska 99503

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**Ticket: # 1281957 - WiFi hotspot blocking**

**Date:** 10/22/2016 1:31:30 PM

**City/State/Zip:** Valley Stream, New York 11580

**Company Complaining About:** Verizon Wireless

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## **Description**

Location of incident: Orlando World Center Marriott, Orlando, FL

On the morning of 22nd, October, 2016 my previously working hotspots no longer function via WiFi. Two different devices, one a Blackberry Priv, one a Novatel MiFi. The Priv has service with AT&T, the MiFi is on the Verizon Wireless network. Both exhibited the same inability to pass traffic using either 2.4GHz and 5GHz bands.

Both device were able to access the Internet natively (applications on the devices worked). Then, I tested each device using a USB based connection and both worked. Further, I tested the Priv via Bluetooth pairing and that also worked.

I spoke with the manager at the hotel and he was not aware nor knowledgeable as to this issue but took my name and promised a follow-up.

Sincerely,

(b) (6)

N2LDW



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**Ticket: # 1282104 - unlawful activity**

**Date:** 10/22/2016 4:18:35 PM

**City/State/Zip:** Novato, California 94948

**Company Complaining About:** AT&T

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## **Description**

I have been complaining to AT&T, SBCglobal.net about their blocking of all my company's email business correspondence to our subcontractors that happen to be subscribers of theirs. Numerous complaints have not been addressed. They keep telling me they have removed the blocks and resolved their internal problem, but they haven't.

Here is their own trouble ticket number for this problem that they refuse to correct: Re: RBL Removal 198.57.162.106 [072016-174124-20446] with the IP address being where my domain is hosted.

This has been going on for months and it is totally disruptive to our business. We need this corrected.

---

**Ticket: # 1282129 - Criminal R.I.C.O. Investigation**

**Date:** 10/22/2016 4:41:44 PM

**City/State/Zip:** Oakland, California 94612

**Company Complaining About:** Fcc,facebook & Yahoo Account,administrative Programing Hacking

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### **Description**

facebook just got caught in a cyber conspiratoral R.I.C.O. War Crime Investigation due to massive hacking attacks against Veterans & Civilian Accounts.

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**Ticket: # 1282160 - Uverse Internet Failures****Date:** 10/22/2016 5:06:00 PM**City/State/Zip:** Fontana, California 92882**Company Complaining About:** AT&T

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**Description**

Please note that I want to move forward with contacting a legal representative to move forward with litigation against AT&T. Since June of this year I have been experiencing technical difficulties with my current services : Uverse, Microcell, and my internet. I have have outstanding issues that they have failed to resolve and have now forced my to pay for services I do not get. My internet connection fails daily, which in turn causes all of my services to be interrupted. The internet fails multiple daily, which prevents us from utilizing our cell phones, our internet (I am a full time ONLINE student), or cable (Uverse). They have failed to resolve the issues, and have now found "resolution" by getting me to pay 754.00 and transferring to DirectTV to prevent the internet from crashing, as they claim my services will now be separated. I have been a loyal customer to AT&T for over 15 years, and I am extremely saddened with the direction of this company. I will continue to fight until they are able to rectify the situation in its entirety. I cannot believe that they force people to pay for services that are faulty and then "resolve" by cross selling other products because they continue to fail. I won't allow this to be unanswered; however I wanted to give them opportunity to resolve this before I gain legal representation and move forward with a civil claim. The fact that I am being held accountable for not calling (even though I cannot- because my microcell fails) I am being held personally responsible for their failures. I have been loyal, even though they have lied and stolen from me, because of their commitments in the past to get better, and do what's right for their customers. I have watched them failed, lie, and cater to new customers, and I will not allow them to continue to treat people this way. I am at my breaking point, and it is time to hold them accountable.

---

[Ticket: # 1288089 - how to fix it](#)

**Date:** 10/26/2016 2:22:04 PM

**City/State/Zip:** Bairmore, American Samoa 21221

**Company Complaining About:** Kevin

---

## **Description**

tring to fix it

---

**Ticket: # 1294075 - Re: [FCC Complaints] Re: Electronic harassment**

**Date:** 10/30/2016 8:19:24 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Verizon

---

## **Description**

This is a follow-up to your previous request #720585 "Electronic harassment"

Apologize for sending this information to your attention .

Sent from my iPhone (b) (6)

---

**Ticket: # 1298017 - Re: scanning for rf**

**Date:** 11/2/2016 8:57:05 AM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** I Dont Know What Company

---

## **Description**

hello my name is (b) (6) of (b) (6) Pittsfield ,mass 01201 I'm contacting you to find out if there is and way for the FCC to scan for RF singles ? off of a human dental implant

---

**Ticket: # 1299837 - Comcast, Internet**

**Date:** 11/3/2016 7:41:06 AM

**City/State/Zip:** El Dorado Hills, California 95762

**Company Complaining About:** Comcast

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1310434 - Microsoft Windows**

**Date:** 11/10/2016 4:05:06 PM

**City/State/Zip:** Aurora, Colorado 80012

---

**Description**

Postal Mail Ticket Ready For Data Entry



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**Ticket: # 686925 - Harassement**

**Date:** 12/2/2015 1:46:09 PM

**City/State/Zip:** Cleveland, Ohio 44108

**Company Complaining About:** Tech Support America

---

**Description**

trying to hijack my computer

(b) (6)

---

**Ticket: # 1317297 - Re: Continual issues with Frontier FiOS**

**Date:** 11/16/2016 12:50:50 PM

**City/State/Zip:** Justin, Texas 76247

**Company Complaining About:** Frontier Communications

---

## **Description**

(CTR 384) The Consumer left a sign mail (VRS equivalent of voice mails for the deaf people) explaining in details. The Sorenson Customer Service named (b) (6) was there at her place waiting with her for Frontier communications Technician to come to meet with them to sort out at once yesterday. However, nobody from Frontier Communications came at all. The broadband access continues to be of inferior quality and this continues to impact negatively on her ability to place VRS calls thus resulting in her communication access being denied. The consumer continues to be angry that Frontier Communications are not doing anything to remedy that and the consumer is dispirited at the lack of efforts to keep her happy.

The Consumer wishes for Frontier Communications to reexamine the situation and come to resolution on that. She also wishes to have the site survey done at the mutually convenient time with her VRS provider people to work out how to improve the broadband Access at her residence.

---

**Ticket: # 693990 - Spam to my mobile phone** (b) (6)

**Date:** 12/6/2015 5:14:19 PM

**City/State/Zip:** Fairfield, Iowa 52556

**Company Complaining About:** Verizon Wireless

---

## **Description**

I received spam texts on my wireless phone from:

www.mkmall.com - bags, belts, accessories

www.usnface.com - Northfac Winter Jackets

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**Ticket: # 1319057 - Re: Request updated: internet never works**

**Date:** 11/17/2016 2:53:21 PM

**City/State/Zip:** Avenue, New Jersey 07001

**Company Complaining About:** Comcast

---

## Description

This is a follow-up to your previous request #1036881 "internet never works"

hi my name is (b) (6), in june of this year i wrote to you in regards to my services with comcast never working. after i wrote to you guys comcast sent out a technician and he rewired my home, everything was working but a few hours later i ( lost all my services again).so i had to call comcast again and spend over an hour on the phone with another tech, finally they got it to work again. but the next day i was experiencing the same issues, my internet would not work and my t.v. would freeze and give me an error code. every other day or so i have to call comcast and spend well over an hour with them on the phone because of my services not working. we've been living in this house since july of 2009 and we've been looking to buy a home somewhere else where we have options as far as cable and internet. they keep offering me to give me a discount on my account and i keep insisting that i don't want a discount! i just want my services to work .now every week or so i get a phone call from them trying to sell me more products like, a surveillance camera. i just want my services to work. please, please, please, help.

On Thursday, June 16, 2016 7:15 AM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv0834021184 table td {border-collapse:collapse;}#yiv0834021184 body .filtered99999  
.yiv0834021184directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

---

**Ticket: # 1323555 - Re: [FCC Complaints] Re: Poor internet service through Frontier Communications**

**Date:** 11/21/2016 2:59:47 PM

**City/State/Zip:** Muskegon, Michigan 49442

**Company Complaining About:** Frontier Communications

---

## Description

This is a follow-up to your previous request #1263006 "Poor internet service throu..."

To date I have reason to believe that my issue has been resolved between myself and my internet service provider. Going forward, should there be a change in status I will open a new case.

Regards, (b) (6)

On Thursday, November 10, 2016 8:01 AM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv7676472405 table td {border-collapse:collapse;}#yiv7676472405 body .filtered99999  
.yiv7676472405directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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**Ticket: # 1324588 - Verizon**

**Date:** 11/22/2016 8:51:55 AM

**City/State/Zip:** Utica, New York 13501

**Company Complaining About:** Verizon

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1324836 - Time Warner Cable**

**Date:** 11/22/2016 12:03:54 PM

**City/State/Zip:** Beavercreek, Ohio 45434

**Company Complaining About:** Time Warner

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## **Description**

I have repeatedly contacted Time Warner Cable in the last month or so and have contained to call and complain about the service of my internet connection. They put in a new line and this didn't help, it actually made it worse. I had several other calls into them and they did trouble shooting remotely. They thought they fixed the problem. No they did not fix it. My internet would go off and on several times a day and stay off for long periods of time which is unacceptable as I am paying money for a service that I am not receiving. I called back and told them this was unacceptable and they told me it was with my gateway. I contacted that company and they sent me a brand new gateway and I still had trouble with the line. This is a line issue from outside to my house or from my house in. I am not sure which one it is but this is unacceptable as I am paying a lot of money for a service that is not working. I think they need to fix the issue and reimburse me with compensating my bills the last few months since they keep pushing this issue back and back on other things which it clearly isn't the case.

---

**Ticket: # 1333643 - Constant connectivity issues across all services; Cable TV, Internet & Phone**

**Date:** 11/30/2016 1:15:55 PM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

---

## **Description**

I am constantly having connectivity issues in my area. I lose access to cable TV, Internet and home phone on a weekly basis. I work from home and depend on my internet access for business. I have called Comcast countless times to no avail and the credits they offer for lapse in services is a JOKE!



---

**Ticket: # 714667 - Hacking a poster's account**

**Date:** 12/17/2015 5:17:23 PM

**City/State/Zip:** Cape Coral, Florida 33909

**Company Complaining About:** Invasion Of Privacy By Web Site

---

### **Description**

I submitted a comment using my Facebook account to <http://wonkette.com>. The editor added an entire paragraph that I did not write to my comments and posted it in my name using my account. This must be similar to hacking. If not, it certainly is invasion of privacy. If a web site can do this, they can make anyone look like a terrorist or whatever.

---

**Ticket: # 720388 - bulleying**

**Date:** 12/22/2015 12:32:46 AM

**City/State/Zip:** Chugiak, Alaska 99567

**Company Complaining About:** Matanuska Telephone Association

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**Description**

cyber bulleying, gave leper devil virus to mother's computer during grad. program, gained access to son's computer, added security password

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**Ticket:** # 725426 - [GOOGLE plus](#)

**Date:** 12/26/2015 10:02:17 PM

**City/State/Zip:** Riverside, California 92505

**Company Complaining About:** Google

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### **Description**

They blocked me from reporting porn on this site. Google plus is social media accessible to our kids!Why am I blocked from reporting abuse?

---

**Ticket: # 1341634 - Charter Communications Problems Disconnected Internet**

**Date:** 12/6/2016 4:06:39 PM

**City/State/Zip:** Helena, Montana 59601

**Company Complaining About:** Charter

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1361247 - AOL Locked](#)

**Date:** 12/20/2016 3:37:11 PM

**City/State/Zip:** Baltimore, Maryland 21239

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 757885 - SAME SENDER FILLING BUSINESS EMAIL ACCOUNT (700 EMAILS IN ONE WEEK)**

**Date:** 1/16/2016 3:32:54 PM

**City/State/Zip:** Norton Shores, Michigan 49444

**Company Complaining About:** Comcast

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**Description**

SAME SENDER FILLING BUSINESS EMAIL ACCOUNT (700 EMAILS IN ONE WEEK)

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**Ticket: # 758285 - Comcast complaint****Date:** 1/17/2016 12:05:33 AM**City/State/Zip:** Atlanta, Georgia 30316**Company Complaining About:** Comcast

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**Description**

My internet stopped working abruptly earlier this week (Wednesday, Jan. 13th -- 4 days ago). I called my service provider (Comcast), and the first representative determined that when I eliminated cable from my package, opting to stay with internet only, the representative from Comcast that had assisted me in canceling my cable had put in wrong codes on their end, which resulted in my internet going away. Mind you, this was more than a month after I canceled my cable... even the representative was confused as to why it only just now happened. She said she could not fully assist me, so she connected me with another representative. At this point, I'll make the story shorter... over the course of these 4 days, I was punted around to approximately 12 different Comcast representatives. No one seemed to be able to help me, even though it was a problem on their end, and even when they did leave me with a feeling that it might get fixed (such as the 4th agent at the end of the first day of calls telling me that they were creating a work order and it should be fixed by the next day), I would call back in the next day when my internet was still not working and would have to start the process over again with another new agent. Apparently, they don't bother to keep notes on issues that other agents can read. I had one agent refer to me as "Beautiful Jamie" throughout the call -- something that did not sit well with me at the time, and still doesn't (would he ever call a man "Handsome \_\_\_\_"? I don't believe so.) I had several agents promise very specific things that were then apparently completely forgotten... one agent told me that they needed 10 more hours to get my internet back up and running, and that it would be working again for sure after 10pm on the 14th. This did not happen. I spoke with another agent the next day, explained my frustration, and after about 25 minutes on the phone with her, she clicked back in and said that she was going to personally make sure that this was taken care of, and wanted my number so that she could call me to let me know updates on how things were going. I gave her my number, and I haven't heard from her since. I was disconnected from Comcast numerous times, and only got a call back from an agent once.

This evening, I called yet again, and spoke with a lady who walked me through some very simple steps that fixed the issue. Apparently, my password had been changed when they fixed whatever they needed to fix... no one had called to let me know that it would be going back to the default password. I only knew this because I called in YET AGAIN and started the explanation of everything again. Even this representative was confused as to why the password changed. She even went as far as to defend Comcast by asserting that they must have told me about this, but I didn't understand. This was borderline offensive... if someone had told me to take a look at the bottom of the modem and use the default password printed on the details, I \*KNOW\* I would have done that and remembered doing it.

My main complaint is that Comcast clearly had no interest in resolving an issue they knew to be on their end. The only time things got done were when I called and prompted them to do something. 4 days without internet has impacted my business, and is \*ridiculous\* when it's the only service I have with Comcast, and again, the problem stemmed from something one of their representatives messed up on in the first place. I literally had no way to fix this -- only they did -- and yet it only got fixed by me spending +-4 hours on the phone with a dozen representatives who did everything from being

inoffensively ineffective at their job, to downright lying to me about calling me back or keeping me informed.



---

[Ticket: # 1412943 - hijacking and encryption](#)

**Date:** 1/24/2017 10:33:04 AM

**City/State/Zip:** Norwalk, Connecticut 06853

**Company Complaining About:** Optimum

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 412815 - Follow Up w/ Att&T Compliant #192115****Date:** 7/20/2015 1:10:12 AM**City/State/Zip:** Duncanville, Texas 75138**Company Complaining About:** AT&T

---

**Description**

I received a response from a (b) (6) regarding my complaint filed March 20, 2015 (At&t date of April 2 ,2015). My issues WERE NOT addressed as stated in the letter. Instead of calling me on my cell phone, they called me on the house phone (which is only a backup number, not primary). The Reps did not call back when they said they would, so they could run the speed test which resulted in missed calls. I am sticking w/my original compliant I DO NOT HAVE U-VERSE (which a word play was used IP-DSL verses DSL). Are they advertising DSL or U-Verse? To my understanding I am paying for U-VERSE which is NOT offered in my area (there should be a price difference between DSL and U-Verse). The internet speed is not up to standard (timing out at inconvenient times). I was told that the internet is on a sliding scale, because they can not guarantee services (up to). So, am I paying for IP-DSL or DSL? NO, I am paying for U-Verse and as far as the promotion goes... no real promotion was offered (a blatant lie). THE ISSUE HERE IS....WHY AM I PAYING FOR SOMETHING THAT DO NOT EXIST? PLUS, I did NOT confirm that the internet was working correctly (why would I file a compliant if everything is in proper order). What happen is they refused to work w/me or provide me with the requested information. Again, do not have fiber optic lines in my area? I have accused at&t of slowing the internet speed down. NO contact information was provided for further question (as stated in this letter)! Is IPTv offered in my area....I had the dish. If fiber to the premise exist why am I experience connection problems? According to at&t Tecs my address is too far from the line!

---

[Ticket: # 1458819 - Poptropica](#)

**Date:** 2/16/2017 11:07:51 AM

**City/State/Zip:** Muscle Shoals, Alabama 35646

---

### **Description**

Poptropica shouldn't be banned from schools giving to the fact that it used to be allowed in school districts before. This game is a brain teaser and helps with education. I don't see any inappropriate content in this game once so ever. Thank You.

---

**Ticket: # 1413882 - PROBLEM GONE : radio transmission bleeding**

**Date:** 1/24/2017 2:33:10 PM

**City/State/Zip:** Lakeview, Oregon 97630

**Company Complaining About:** T-net Our Of Lakeview, Oregon

---

## Description

This is a follow-up to your previous request #1281624 "radio transmission bleeding"

FCC:

A new resident moved into my area, set up his Ham Radio system and forgot to ground his antenna. I went door to door and found this person. He grounded his antenna and now no more problems.

Verizon was not involved.

I contacted Larry of Verizon and told him same above.

(b)  
(6)

PROBLEM GONE

---

On Thu, 11/3/16, FCC <consumercomplaints@fcc.gov> wrote:

Subject: Request updated: radio transmission bleeding

To: "Angranch" <angranch@yahoo.com>

Date: Thursday, November 3, 2016, 12:46 PM

```
#yiv3016847259 table td {  
border-collapse:collapse;}  
#yiv3016847259 body .filtered99999  
.yiv3016847259directional_text_wrapper  
{direction:rtl;unicode-bidi:embed;}
```

---

**Ticket: # 1425774 - Re: Internet outages****Date:** 1/30/2017 6:23:36 PM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

---

**Description**

This is a follow-up to request #1305954 "Internet outages"

I have received another letter from Comcast, and I see that my previous tickets are closed. They continue to claim the issue is that I am exceeding my bandwidth cap. This is despite the fact that I provided visual evidence that even their own tool proves that I am NOT exceeding their caps, and that this is NOT THE ISSUE THAT NEEDS TO BE RESOLVED. This letter also states that Comcast "addressed the complainant's concerns."

Here are the URLs proving it is not bandwidth cap issues AGAIN. I would appreciate Comcast's comments on this, instead of repeating their generic response they continue to give.

<http://i.imgur.com/s5e8lXW.png>

<http://i.imgur.com/OLTj044.png>

<http://i.imgur.com/v02C9Gl.png>

<http://i.imgur.com/Be4SbHX.png>

If either the FCC OR Comcast were to actually read the content and substance of my complaint, as well as my responses, it would be absolutely crystal clear that my concerns HAVE NOT BEEN ADDRESSED. My UNRESOLVED complaints go back for YEARS, well before Comcast implented their bandwidth caps.

As far as Comcast contacting: if they call me from an 800 number, I'm not going to answer, because I have better things to do with my day than fend off sales people (something I have far more experience at with Comcast that I care to think about). Which raises the question, when and who has actually tried to contact me? Because I have not received a single voice mail telling me who to call back or how to get hold of them.

Until Comcast actually cares to LISTEN to what I have said in these tickets and to address those complaints, instead of trotting out their generic form letter response that they have now used on three different occasions, I will continue to re-open this complaint.

---

**Ticket: # 1432288 - Removal of Credit Card Information from UBER website**

**Date:** 2/2/2017 3:21:31 PM

**City/State/Zip:** White Plains, Maryland 20695

**Company Complaining About:** Uber

---

## **Description**

I signed up for UBER online mid-November, by establishing a profile and inputting my credit card information. On lastnight, 1 Feb 17 I went online to remove my credit card information from the UBER website and the option is no longer there to edit/remove credit card information. It appears that feature has since been removed. I have made attempts to contact the company via twitter and on their website. There is not a number listed for customer service on their website.

---

**Ticket:** # 812635 - harass customer

**Date:** 2/15/2016 10:36:25 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Verizon Wireless

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### **Description**

I had recently sent an email complaining that three of my browsers were not allowing me to completely view the Sopranos on HBO.go yet I had not mentioned that the other Hbo.go series are broadcasting.

---

**Ticket: # 1433723 - Re: [FCC Complaints] Re: Internet**

**Date:** 2/3/2017 10:44:30 AM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Verizon

---

## Description

This is a follow-up to your previous request #1125419 "Internet"

Good morning,

I am still having problems with VERIZON.

After they harassed me and told me I had to change from DSL to FIOS they apparently put my business in a 2 year contract without telling me it was a contract. My understanding was that when a business account goes out of business the account terminates and no termination fee.

1. First a salesman comes to my business and tells me in March of 2106 that I can get FIOS at a very good price.
2. I am told FIOS will be faster and that all the wiring will be changing to FIOS so I will have to change anyway.
3. Verizon sets up an appointment to switch over to FIOS. This will be the first of many appointments.
4. Technician comes out multiple times and cannot find wires. Verizon tells me that I am not letting them in to connect. This is completely false. They are just not able to find the wires and try blaming it on my not giving them access. One technician determines the wires are in a neighboring backyard. I leave my business to try to help by going to neighbor to discuss entering backyard.
4. Then technician determines that VERIZON NEVER RAN THE WIRES AFTER ALL and they have been terminating my order and placing new orders each time they come out while changing the monthly price because the original price they offered no longer exists. So the rate is going up.
5. So they have been harassing me to switch over to FIOS for months and they never had the wires to begin with.
6. In the mean time I cannot run credit cards because VERIZON has slowed down my DSL which I had for almost 6 years with no problem. They tell me a few things from there is nothing wrong with my speed to it's because they are migrating over to FIOS and getting rid of DSL even though they have no wires there yet.
7. For months I am unable to process credit cards regularly.
8. VERIZON finally runs the wires in AUGUST 2016. I have had to use my hotspot on my TMOBILE cell phone to use credit cards.
9. In August 2016 I finally get VERIZON.
10. In January 2017 I am forced to close my business and now Verizon wants a termination fee from me.

I WOULD LIKE VERIZON TO NEVER CALL ME AGAIN. I HAVE VERIZON AT HOME AND WILL CANCEL THAT IF THEY CONTINUE TO CONTACT ME FOR MONEY.

Thank you

Have a great day

(b) (6)



They contacted me

---

**Ticket: # 1440908 - Verizon/Frontier Communications Poor Internet Service**

**Date:** 2/7/2017 1:40:10 PM

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

**Company Complaining About:** Verizon Wireless

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1438383 - Blocking**

**Date:** 2/6/2017 2:26:39 PM

**City/State/Zip:** Buena Park, California 90620

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## **Description**

Hello,

I have been having an issue with the CKAuthenticator blocking some websites that I use that benefit my education. One such website is Yahoo Mail. I need that because my work email is yahoo. It also states that it can 'read and change all your data on the websites you visit.' My school is using it and it has blocked almost everything. Please fix this

Thank you

---

**Ticket: # 1468761 - Light speed Systems**

**Date:** 2/22/2017 2:38:48 PM

**City/State/Zip:** Muncie, Indiana 47304

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**Description**

My school recently installed a new filter, called Lightspeed Systems. It blocks way too many things, including Wikipedia. I think that it should be removed, because if it blocks access to something like Wikipedia, then it has gone way too far.

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**Ticket: # 847137 - Harassment**

**Date:** 3/4/2016 9:10:51 AM

**City/State/Zip:** Lincoln, California 95648

**Company Complaining About:** Lorman Education

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### **Description**

My business website it being spammed by a company with solicitations. I've asked them repeatedly to remove me. It is filling up my lead generation system with multiple emails daily.

---

**Ticket: # 851289 - Century Link e-mail service in Montpelier, VA**

**Date:** 3/7/2016 2:23:40 PM

**City/State/Zip:** Montpelier, Virginia 23192

**Company Complaining About:** Centurylink

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## **Description**

This complaint concerns the quality, availability, service and ability to get help via tech support via Century Link, in the rural Montpelier, VA area. This has been an ongoing challenge for years now. They are the only vendor available in the area, so we are all forced to use them. A few years back we were actually holding town meetings with a Century Link exec, and for a while they fixed things well enough to quell complaints, but now they have apparently not caught up their service level to the population/infrastructure in the area and are once again providing very substandard service. If you call to resolve it, you get polite runaround, or they measure the signal in your line and tell you it's fine, or make you go through the motions of restarting. To no avail. I am hearing complaints from my clients, several times a week now, that they cannot reply to us here at home, my e-mails disappear, (a Century Link help desk once called it "black holing"), people are not receiving my e-mails with quotes, proofs, proposals, etc., or we are not receiving their responses. There is a very noticeable degradation in signal strength when people are home on weekends, holidays, or at the end of a work day. My understanding is that they have oversold their bandwidth? Forget streaming in this area, not even an option. Even a simple YouTube video buffers every few seconds. My primary concern is being able to run a business effectively. If I contact the "postmaster" to try and find a workaround or solution, they tell me to contact the recipient and get the error code. I just cannot do this with new clients-would look really bad. Honestly, I am okay without state of the art speeds and technology here, with the understanding that we are rural. But this has become a huge burden once again, with how poor the service is and us not being able to have some assurance that e-mails can come and go effectively. I have reached the point where I feel an official complaint is warranted. As you can see, I sent this via my g-mail account, which is one of my workarounds, versus using my (b) (6) e-mail address, which is failing so consistently lately. You will note that many other residents in this area are complaining of their service as well. Thank you.

---

[Ticket: # 1476124 - Internet-Interference](#)

**Date:** 2/27/2017 10:15:26 AM

**City/State/Zip:** Los Angeles, California 90013

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1492134 - RE: [FCC Complaints] Re: Mediacom Wi-Fi and Cable**

**Date:** 3/7/2017 5:26:30 PM

**City/State/Zip:** Wayzata, Minnesota 55391

**Company Complaining About:** Mediacom

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## **Description**

This is a follow-up to your previous request #1210231 "Mediacom Wi-Fi and Cable"

You allowed Mediacom to be deceptive and continue to ignore the City, Resident's, and business ongoing issues with poor service. We sent you facts to prove they were in fact lying to you/your responses you communicated from them to me.

1. They told you I wouldn't allow them in my unit when in fact they were there that specific day mentioned for over 2 ½ hours. I sent you the follow up email from them with a screenshot along with the email stating their admission, leaving equipment in my unit, and I had a witness they were in my unit.
2. They told you I voluntarily disconnected my equipment. That is not possible as all payment went through the Management Company as an included amenity in rent. I proved that to you as well.
3. I sent you numerous sample emails of numerous resident issues. Mediacom told you they checked each one out and there was no problem.

We aren't all making this up nor do we have the time for the continuous games. Since it's imperative to have working cable/Wi-fi given my profession, my family moved out of the area and we now have Comcast with Basic Service similar to the previous 14 years. The other evening a resident was not able to message me because Wi-Fi was down. I have had zero issues on my end since returning to Comcast and their services for both cable and Wi-fi. Clearly we all know what is going on here when you allow them to not hold up their standards to their franchise agreement with the City of Wayzata. Yes, you didn't force them to provide working Cable and Wi-Fi and defended them over the consumers who have reached out to you assist in receiving what they are paying for on a daily basis. The reason we reached out to you is because they chose to not show up and ignore as well as dismiss their incompetence and extremely poor service.



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**Ticket: # 1513195 - DSL to U-verse, Billing**

**Date:** 3/20/2017 8:10:27 AM

**City/State/Zip:** Arlington, Texas 76003

**Company Complaining About:** AT&T

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 891332 - No Internet Service**

**Date:** 4/2/2016 2:14:06 PM

**City/State/Zip:** Frisco, Texas 75035

**Company Complaining About:** Time Warner

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**Description**

(b) (6)

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**Ticket: # 574476 - AT&T Push Marketing is a Protection Racket as in CRIMINAL coercion.**

**Date:** 10/6/2015 9:11:58 PM

**City/State/Zip:** Pryor Creek, Oklahoma 74361-7429

**Company Complaining About:** AT&T

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## **Description**

On my alternate lap-top computer I observed a message in the web address box (upper left corner) that read "important pc security message". I could not get this message to close, and so left clicked on it. A gray transparent page popped up on my computer screen with a message claiming that Google Chrome popup ads-

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**Ticket: # 891817 - CenturyLink Internet Issues****Date:** 4/3/2016 12:23:45 AM**City/State/Zip:** Chandler, Arizona 85225**Company Complaining About:** Centurylink

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**Description**

To whom this may concern,

For the past few months and now, our household has received the worst internet connection from Centurylink. It starts with a cut off point for about 3 minutes and not being able to save important work in time. As a student who attends online high school, I find it very stressful to continuously wait for our internet to one day become more reliable and trusting to even use. Unfortunatley, I have missed numerous instructor/teacher lessons live on a program due to Centurylink's failure to produce a much stronger internet connection. This is also much of a financial stress for a young student to go through, buying supplies for a class project and not being able to construct or write it out. The communication between the consumer and the customer at Centurylink is beyond terrible. It starts with rude customer service representatives who can barley speak clear English at all. It makes it very hard for me to hear and whenever I am stuck on a troubleshooting step I will usually get hanged up on or even hear angry breathing through the phone from an employee. Not only this, but even if they do send a tech out to the household, the internet will only work for a good week and then continue to fail. They provide a REFURBISHED router/modem and keep telling us our lines are faulty. This isn't right to do this, especially on an online student who relies on the internet to complete an education.

Thank you.

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**Ticket:** # 639980 - indecency

**Date:** 11/6/2015 3:13:18 AM

**City/State/Zip:** Kankakee, Georgia 60901

**Company Complaining About:** Comcast

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**Description**

someone is interfering with my privacy.

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[Ticket: # 678984 - Open internet access blocked](#)

**Date:** 11/27/2015 2:52:46 PM

**City/State/Zip:** Cincinnati, Ohio 45214

**Company Complaining About:** Cincinnati Bell Zoomtown

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## **Description**

Please see attachment

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**Ticket:** # 718207 - Porn on twitter

**Date:** 12/20/2015 1:38:20 PM

**City/State/Zip:** Stockton, California 95219

**Company Complaining About:** AT&T

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### **Description**

Twitter is broadcasting hard core pornography on "my daily sex supply" and is easily accessed by children because Google has encrypted the URL and it cannot be blocked by parental control apps. PLEASE DO SOMETHING!!!

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[Ticket: # 690384 - Poor service](#)

**Date:** 12/3/2015 9:10:53 PM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** Capital Communications (wavevision)

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## **Description**

The Internet goes out all the time. Employees of the company often don't pick up the phone.



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**Ticket: # 718701 - Medical issues/ Internet down 14 days/No response ISP**

**Date:** 12/21/2015 9:42:47 AM

**City/State/Zip:** Cave Junction, Oregon 97523

**Company Complaining About:** Outreach Internet

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### **Description**

I have Outreach Internet out of Grants Pass, Oregon. I have been without Internet since 12-09-2015 and need Internet due to Medical issues. I have e mailed support@outreachinternet, several times, called several times, and to no avail. They invoice me regularly for full amount but I have no service. Please help

---

**Ticket: # 953123 - Greyhound online ticket purchase block today**

**Date:** 5/5/2016 2:49:36 PM

**City/State/Zip:** Sf, California 94102

**Company Complaining About:** La Law Library Computer (la, Ca)

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## **Description**

FCC ADA & Veteran office & Fraud Dept & Audit & Enforcement,

Can you stop LA Law Library computers blocking my online ticket for Greyhound ticket this morning. I am trying for more than 1 hour at two different computer terminals. What company the library uses for internet services, I do not know. Or internet method.

For ID Theft see emails I sent from (b) (6) .com for FTC reference numbers & FCC reference numbers. I am disabled.

I have no way to buy a ticket other than use FREE Library computer for shelters in SF County. LA County has no shelter for ID theft & Housing fraud. This is childish Terrorist gangs trying to get my attention that I do not want to tolerate. Please assist me.

Also, Google has not opened my email accounts yet. I had another online sign up for Greyhound using my second email address for (b) (6) and it is asking to confirm for email sent to me 10 minutes ago. I sent online complaint to Google as well.

Further, do not give me black images with voices from my past relationship men. All they do is threaten me. This all started back in 2005 in Fountain Vally & Temecula CA. Please stop. I am doing just fine on my own which I have done all my life. I have no family, friend, & companion. Do not have to feel sorry for me. Like you did all my life.

No one is allowed to stay on any of my homes, properties, & shelters in CA that I am paying IRS, FTB, & BOE taxes for. No one is to attach my account at FTC or FCC or CFPB and this is fraud and ID theft. I do not feed or assist anyone with their financial needs that I am not a homeless center staff. Do not let homeless or illegals come after me. Bora Shu cannot stay at my property. Respect my boundaries and Hemet Superior Court in Hemet, CA restraining orders for (b) (6) defendant from March 2006 for case no. (b) (6). He has received a lifetime restraining order for attempted murder, kidnaping, lying for forgery as biological father, injuries, rape, & ID theft with bank account stealing. He even tried to change this case number in 2010 with court represented by (b) (6) as judge & ID fraud with forgery from the court. (b) (6) is not a plaintiff. (b) (6) tried forgery. This was harassment & I want their communications investigated for attempted murder.

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**Ticket: # 956299 - No Internet / Response from Company**

**Date:** 5/6/2016 12:19:48 AM

**City/State/Zip:** Flower Mound, Texas 75028

**Company Complaining About:** Frontier Communications

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**Description**

I am emailing each of you as a plea for assistance with my father's Frontier Communications FiOS fiber internet service.

In the last month since Frontier took over Verizon's FiOS fiber network, there have been more outages and service interruptions than in the last ~10 years of service with Verizon.

Most recently, the internet at my parents house completely stopped working this past Sunday, May 1st. Every single neighbor who has Frontier, still had / has active internet with Frontier.

I spent nearly 2 hours on the phone troubleshooting and the call ended with an escalation to higher technician and a promise that someone would be at the house the next day Monday, May 2nd between 8 AM and Noon.

The technician no called / no showed.

I called in and asked for a supervisor regarding the no call / no show, waited on hold for 30 minutes for one to become available and then was transferred back to the main menu.

After waiting another 20 minutes for a supervisor, she informed me that no on-site technician was needed and the Advanced Technical Team was addressing the issue internally and promised that department would call me with an update by end of business Monday, May 2nd.

No call from that department came. I called the general line again and they informed me that they had no update to provide and the advanced team was working on it.

On Tuesday, May 3rd, I called the Office of the President and spoke to (b) (6)

(b) (6).

He took my entire narrative and promised he would reach out to the local supervisors in my area to determine what the cause was, an expected timeline for fixing the internet and keep me updated on the ticket.

I have yet to hear back from (b) (6) and have left him 2 voicemails (Weds May 4th + Thurs May 5th) requesting a callback with any information at all, even that he hadn't heard back from the local supervisors in my area.

Today, Thursday May 5th, I left a voicemail with the assistant for Cecilia McKenney (Vice President and Chief Customer Officer) and spoke with the assistant for John Lass (Vice President of Field Operations) who took my information and stated she would escalate and get this in front of the right people.

I am not upset at their assistants in any capacity, I just only spoke with / left a voicemail with them today. I just wanted to provide a full scope of what's been going on and a complete narrative of my experience with Frontier in the one month since the company has taken over Verizon's network.

I truly do hope by filing a complaint that we can address the lack of customer service and failure of transparency / keeping the customer informed. Also, this can provide some coachable moments to the employees (not the assistants) who have touched this trouble ticket so far and as a company overall.

I am handling this on my fathers behalf since he is nearing retirement and not as up-to-date on technology and troubleshooting as I am.

If you could kindly respond back so I know the email has been received and read and let me know of any action that is going to be taken so that the services my father pays for is actually being delivered to him in a consistent and reliable manner.

---

**Ticket: # 973517 - second fraud e-mail received today**

**Date:** 5/11/2016 10:09:22 PM

**City/State/Zip:** Port Saint Lucie, Florida 34986-2150

**Company Complaining About:** Comcast

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**Description**

e-mail with the following sending address and message:

CONTACT WESTERN UNION OFFICE NOW FOR YOUR TRANSFER

From Barrister.Don Philip hdkdkdkk5@uytd.mlhide details

To Recipients hdkdkdkk5@uytd.ml

Attention :Email ID Owner,

Western Union Head Office wish to inform you that UNITED NATIONS Charitable foundation donated \$3.5 millions USD to randomly selected individuals worldwide.\$5,000 has already been sent to you as first collection of which you will be receiving per hour until the total sum of \$3.5 million USD is completely transfer to you,

This is the final notice you are going to receive from this office,do you get me? I hope you understand how many times this message has been sent to you.

Sender Information's are stated below:

Sender name===== (b) (6)

Test question===== what colour?

Test answer:=====blue

Amount===== \$5,000 00

MTCN===== (b) (6)

Forward your below information to perfect the transfer under your name,

Receiver's full Name \_\_\_\_\_

Address: \_\_\_\_\_

Country: \_\_\_\_\_

Phone Number: \_\_\_\_\_

You need to send the activation fee \$85,before then you will see the complete 10 Digit number to pick up the needed \$5000,Which have been sent to you today. So please act fast by sending the \$85 with the information below for the pick up of your \$5000 without delay.

Important note there is one man call (b) (6) who claim to be your representative who came in our office say that you send him to pay the fee on your be half as the next of kin to claim the fund are you aware of this man ???

Call Director: (b) (6)

Tel: +(b) (6)

HERE IS THE MONEY GRAM/WESTERN UNION INFORMATION TO SEND THE ACTIVATION FEE \$85

Receiver's Name:....(b) (6)  
Country:.....Nigeria  
City:.....Lagos  
Amount:.....\$85  
Question:.....When?  
Answer:.....Now  
MTCN # .....  
Sender's name.....

As result of the information we got I told them to wait until I hear from you today to know if you are still interested to receive this fund lets release your full MTCN of your \$5000 installment once we confirm the activation fee. So if you are interested on your fund, Send the activation fee of \$85 upon your response.

Call (b) (6) on phone Tel:+(b) (6) as soon as you send email to him because your call would facilitate the immediate attention to you due to his tight transaction schedule,

Yours sincerely

(b) (6)  
Information Agent

---

**Ticket: # 726375 - Comcast Customer Service and Internet Support****Date:** 12/28/2015 11:11:38 AM**City/State/Zip:** Charleston, South Carolina 29414**Company Complaining About:** Comcast

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**Description**

Over the past month I have been experiencing numerous issues of my internet bandwidth dropping from 90Mb/s downstream to 1Mb/s. This issue would happen in the evenings and sometimes during the day but at random days. The first call was placed and the technician over the phone explained that it was most likely my router causing the issue. The next day I went out and purchased a new router. Less than a week passed and the issue happened again. My internet would drop to a crawl without warning. I then called back and after doing more troubleshooting, they sent a technician out to the house. When the technician arrived he said that everything was good on their end and it was probably my modem causing the issue. So once again, I went out and purchased a brand new modem. Less than a week passed and the issue started happening again. I called customer service on Christmas night (12/25/2015) and was instructed that my modem's firmware was being upgraded. When I inquired why, she kept going back and forth saying it was my modem then my router that was upgrading. When asked what was upgrading and why, she never gave me a clear answer. Since I own the router and modem (not rented from Comcast) I said I gave no authorization for any upgrades to my equipment. She then started to say that it might be the router causing an issue and asked me to once again switch out my router. I then explained that I am not switching out any hardware and that I had already invested over \$400 on "fixing" this issue based on their recommendations and it still wasn't working. She turned to another co-worker and told them how much I spent and began laughing. After getting me upset for making fun of me on the phone, I asked to speak with her supervisor. She placed me "on-hold" and then hung up on me. I called back afterwards and got a different person who was unable to help me but scheduled a technician.

I called back the next day to file a complaint with them and find some kind of compensation and the person on the phone started making changes to my bill without explaining them to me. I told her she was not authorized to make any changes to my account and that I did not approve at this time. She said she wouldn't but when I called back on Monday December 28th, I was instructed that the person I talked to on Saturday had altered my account by removing the protection plan on my account.

I have asked to speak with a supervisor and have given them the calls in question to review. I have never been more upset and been so disrespected in by any company as I have been by Comcast. If I could use a different provider I would, but they are the only company that offers service in my area.

My hopes in this complaint is to reach Comcast Corporate to address my concerns and issues with respect and dignity it deserves.

---

**Ticket: # 726560 - Email - Scam from China**

**Date:** 12/28/2015 12:45:47 PM

**City/State/Zip:** Winamac, Indiana 46996

**Company Complaining About:** Centurylink

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## **Description**

Our sales associate received this email on 12/23/2015. It looks like some sort of fraud attempt.



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**Ticket: # 971031 - Spotty Connection/ Sudden Loss of Service**

**Date:** 5/10/2016 9:40:14 PM

**City/State/Zip:** Moline, Illinois 61265

**Company Complaining About:** Mediacom

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**Description**

I would really appreciate a dependable connection, please.

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**Ticket: # 733736 - NO SERVICE**

**Date:** 1/1/2016 5:07:55 PM

**City/State/Zip:** Roanoke, Indiana 46783

**Company Complaining About:** Comcast

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## **Description**

Comcast was out at my apartment building a few days ago working on someone else's line 12/28. Immediately after he left it seemed my OWN service stopped working. I can only assume the tech screwed up my own personal line while working on someone else's. I called immediately afterward and was told no one could come out until January 4th. I told them that was absolutely unacceptable as I WORK FROM HOME and he should simply call that same repairman to come BACK and correct his MISTAKES. I've since called Comcast support NINE separate times. They moved my appointment time to today 1/1/16 between 8AM and 10:30AM. I was at the residence the ENTIRE time, and instead received a phone call from comcast at about 10AM, which was missed by about 3 minutes. I called back immediately but it only took me to the main outsourced customer service number. This was an outside job, not an inside job, and no one ever knocked on my door. Instead, by missing this one phone call, it appears the tech decided to NOT come out AT ALL. I immediately called customer support who could barely speak english or understand my problem, in fact, that was nearly all of the customer service agents I talked to. They have NO OPTIONS to help you. They can provide NO ASSISTANCE whatsoever with ANY issues you have. They cannot speak to anyone local or speak to dispatch. They simply take notes about how mad you are and magically expect things to get corrected. I was told the tech could possibly still come out today and I should receive a call within an hour. It's been SIX HOURS since that conversation, and after two phone calls with customer support, I still have NO tech coming out to my apartment and NO verification that ANYONE is doing ANYTHING about my having NO SERVICE. My job is on the line and this is the SECOND time I've received HORRID service from Comcast in regards to fixing an issue THEY caused. Please have local dispatch contact me IMMEDIATELY to get my service connected.

---

**Ticket:** # 733117 - [smart search . net](http://smartsearch.net)

**Date:** 12/31/2015 11:49:05 PM

**City/State/Zip:** Pitman, New Jersey 08071

**Company Complaining About:** Comcast

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## **Description**

I have this smart search search engine that I cannot remove. The company will not respond to my requests to resolve this matter.

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**Ticket: # 733396 - Wifi blocking at Sheraton Waikiki hotel**

**Date:** 1/1/2016 5:30:44 AM

**City/State/Zip:** Palo Alto, California 94303

**Company Complaining About:** Sheraton Waikiki

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### **Description**

I recently stayed at the Sheraton Waikiki in Hawaii. I could not receive internet on my mobile devices or portable hot spot despite having full bars and LTE connectivity. I suspect they are blocking wifi access and forcing patrons to use their wifi which you have to pay for.

---

**Ticket: # 733909 - Internet Contract****Date:** 1/1/2016 10:44:03 PM**City/State/Zip:** San Diego, California 92154**Company Complaining About:** AT&T

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**Description**

To whom it may concern:

My name is (b) (6). I have been having a problem with AT&T Internet because the Wifi from U-Verse Internet has been giving me a bad wifi signal. I called to remove the AT&T TV but still kept the Internet because I felt the price was reasonable. However, I was put under a contract without my consent, which I only found out 3 months later because my wife has been paying the bills. I have been calling AT&T to get it removed from my contract but I was told it would not get removed. On November 12, 2015, I talked to one of the Representatives, Josh, and he told me he was a specialist and would put me on the special promotion, which turned out to not even exist. I want to change to a different service provider, but I do not agree on being charged a terminate fee since I never agreed to be placed on the contract that AT&T put me on. My account is (b) (6)

---

**Ticket: # 734247 - AT&T Uverse internet/cable**

**Date:** 1/2/2016 2:40:15 PM

**City/State/Zip:** Carson, California 90746

**Company Complaining About:** AT&T

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## **Description**

For approximately 4 billing cycles my cable and internet would freeze and or lose signals causing my television and internet to freeze and reboot while in use. I could not go online or watch television for more than 5 to 10 minutes without having to reboot it manually or wait until it rebooted automatically. I usually work graveyard hours and was getting tired of calling tech support in different countries trying to explain my issue. Finally I cancelled my service after AT&T came out to my house and serviced the system that continued to freeze hours after they left. AT&T would only honor "intermittent" credit from the date my cable/internet service was serviced, not from the first day I called about the issue. I do not watch TV everyday so I didn't call everyday. They owe me money.

---

**Ticket: # 734474 - Intermittent Connection due to T3 time-outs****Date:** 1/2/2016 7:16:20 PM**City/State/Zip:** Naugatuck, Connecticut 06770**Company Complaining About:** Comcast

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**Description**

I have contacted Comcast support on 12/26 regarding intermittent connection due to T3 time-out errors. This coming shortly after receiving a notification from Comcast that my modem is at it's End Of Life. After making a service appointment because I was not given a real answer or resolution to my problem. I later received a call from Comcast on 12/31 advising of a service issue in the area. I was told I would get a follow up call to confirm the service resolution. I called again into Comcast support on 1/2 after getting 2 resets during the day. I advised of the continuing service issues and was answered with a technician needs to come out. After requesting to escalate my call to someone who understand T3 time outs I was told there is not escalation pathway.

I am finding the the lake of response and commitment to my service issues is unexceptionable and requires immediate attention.

---

**Ticket: # 734491 - Erratic and Unreliable Internet****Date:** 1/2/2016 7:39:02 PM**City/State/Zip:** Tulsa, Oklahoma 74137**Company Complaining About:** AT&T

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**Description**

Ever since my family upgraded their internet with AT&T the wireless connectivity has consistently been erratic. The internet connection constantly drops in and out no matter what device is being used. This has affected our ability to play games, talk on phones/Skype, stream videos, and use the internet in general. The internet is so unreliable that I generally need to go outside to make a phone call over my cellphone.



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**Ticket: # 734552 - AT&T Internet Service****Date:** 1/2/2016 8:58:10 PM**City/State/Zip:** Davidson, North Carolina 28036**Company Complaining About:** AT&T

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**Description**

January 2, 2016; 7:57 p.m.

I have been an AT&T Uverse customer for the past three (3) years. For the first year, everything went well. Later I began experiencing issues with customer service as well as my actual internet service.

In my second year of service, I received a phone from a man who identified himself as an AT&T "technician". He said he was calling to ask if I was experiencing outage issues because "others" in my area had complained of outages. I assured him that my service was working well. While we were on the phone, I asked him for assistance with a technical issue involving my router. He accessed my account and said my router appeared to be one no longer serviced by AT&T and tried to sell me a new one. I refused. About a minute later, I began to experience an interruption in service that I wasn't able to resolve and he claimed he couldn't resolve by phone. He said I would have to pay for a technician to come out. I asked him if the call was being recorded. He said yes and I informed him that I wasn't having any issues with my service until his call and that I would be filing a complaint with the FCC when he and I hung up. Amazingly, my service was restored within minutes.

A few months later, I had to call in for an outage that lasted several hours. I was once again told that my modem was out of date. This time I was told AT&T no longer SOLD modems but I could RENT one for a monthly fee. I declined. I have been locked out of some aspects of my online account and the several times I have called to inquire about the issue, each customer service representative gave me a different version of "I don't see anything wrong" and could not help me resolve the problem.

This time the issue is once again service interruptions. For the past several weeks, my internet connection has been intermittently working and "searching for networks", literally every few minutes. My online access has become increasingly slow as webpages struggle to load. I am stuck with AT&T because they are the only internet service provider I have found to be available in the apartment complex I reside in.

I am a few days from the end of my current contract and I will be contacting AT&T (again) to attempt to negotiate a fair monthly fee for this service. So far, I have been subjected to a price increase each time I have renewed my contract. I feel this is so because AT&T is aware that I am not able to receive service from another internet service provider.

This next part would legally be considered hearsay. However, I'm including it in hopes that others will come forward with the same issues. In speaking with friends about my issues with AT&T, several of them mentioned being contacted by AT&T representatives attempting to sell them new modems. A few mentioned having their passwords randomly changed by AT&T and having to call AT&T to "re-set" their passwords and being on hold for long periods. They all mentioned periods of internet outages.

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**Ticket: # 734649 - International Terrorist Crime Hacker Organization**

**Date:** 1/2/2016 11:37:38 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** Our Local Rural Internet Provider Has Nothing To Do With This

---

## **Description**

My partner ((b) (6)) and I co own a small Directory Listing website in a rural community in Louisiana (Winnsboro). We have become the targets of an International Terrorist Crime Hacker Organization. These attacks started in earnest December 5, 2015. The more successful we have become at blocking them and getting their email accounts shut down, the more determined they have become. After we sent an abuse complaint to KVCHosting.com, LLC on December 8, 2015, the abuse become even more focused and has turned into a daily torrent. We have reason to believe that KVCHosting, LLC is right smack dab in the middle of this!

I will attach a copy of what was sent to them on 12-8-15. I am also sending a copy of "just some" of our ongoing fruitless attempts to get this hacking onslaught stopped.

One of the biggest problems we are having is the refusal of ISP providers to take this seriously and some of their outright REFUSAL to take any action.

GoDaddy is one another of the worst offenders and supporters of these hackers. GoDaddy refuses to take any action until/unless we are able to get a Court Order to them to take action.

It is surprising and alarming how many of these people are involved and able to coordinate these attacks from all over the globe. Clearly there is some sort Clearly, we are not the only small business in America who is suffering under this serious threat.

Some days it is so bad, it is all we can do between the both of us to try to stop them.

This means we can not do anything regarding our real business.

I would hope you are able to coordinate with Interpol and DHS here in America to get these threats shut down once and for all for good.

---

**Ticket: # 734658 - Time Warner Cable is throttling my bandwidth**

**Date:** 1/2/2016 11:59:41 PM

**City/State/Zip:** Apex, North Carolina 27502

**Company Complaining About:** Time Warner

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**Description**

I have Time Warner Cable Maxx - 300 meg down, however Netflix, and Amazon Instant Video constantly buffer after I have been watching them for a long continuous time (like all day).

This never happens when I watch them for a brief period, and when it happens all other internet activity is FINE on my home connection.

I am absolutely convinced Time Warner Cable are throttling my home connection to streaming services outside of their jurisdiction.

Please investigate this, and ask for throttling data related to my account.

---

**Ticket: # 734824 - Overload on internet servers**

**Date:** 1/3/2016 12:05:37 PM

**City/State/Zip:** Kennewick, Washington 99338

**Company Complaining About:** Frontier Communications

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## **Description**

The area in which I live in add over 200 more customers to an already weak hub and has caused tremendous drop in frequency to the internet signal. This company should not be aloud to purchase more properties to expand their business until they fully upgrade the current services they provide to their customers, so that they can keep up with others on the internet than having the signal drop off at a drastic rate. If customers are paying a significant price for the service, then they have the right to expect the provider to give it's customers the best at keeping up with upgrades on current systems which are far more better in some Third World countries, yet the United States is lacking in that because the FCC is allowing companies like Frontier, Comcast, and Charter to purchase ridiculous properties than updating their current systems and charging ridiculous pricing for very sh#ty service. These companies should be held to a higher standard and be better than any Third World country that beats us in internet and phone services.

---

**Ticket: # 734878 - Pornographic email**

**Date:** 1/3/2016 1:45:34 PM

**City/State/Zip:** Fort Worth, Texas 76137

**Company Complaining About:** This Is Not A Complaint Against My Internet Provider

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### **Description**

The email I just received a pornographic email. Please stop this person from send this filth to me and others.

---

**Ticket: # 734951 - xfinity intrusions**

**Date:** 1/3/2016 3:30:28 PM

**City/State/Zip:** San Leandro, California 94579

**Company Complaining About:** AT&T

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### **Description**

Xfinity is disrupting my Wi-fi. It has insinuated itself as my wi-fi --taking the place of my choice and also keeps putting pop-ups on my screen and, if one is not careful, one can accidentally sign-up for two weeks of xfinity. Now my Wi-Fi (U-verse) keeps dropping and it is probably caused by xfinity intruding and interfering.

---

**Ticket: # 734990 - Internet disconnection**

**Date:** 1/3/2016 4:14:27 PM

**City/State/Zip:** Manassas, Virginia 20109

**Company Complaining About:** Comcast

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### **Description**

my internet will disconnect randomly, on weekends whenever I am playing games with my friends. It does not happen on the weekdays, usually, but it is tremendously infuriating when it does happen. I am extremely fed up with paying for an unreliable internet connection when I know there are better options, such as Verizon fios. Nothing would make me happier than to be able to alter my internet service provider, however no other is offered within my housing area.

---

**Ticket: # 755265 - Internet interference**

**Date:** 1/14/2016 8:57:52 PM

**City/State/Zip:** Alburtis, Pennsylvania 18011

**Company Complaining About:** Rcn

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**Description**

Possible unregistered HAM device.



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**Ticket: # 735221 - Looks like nothing can be done with delayed replies in both NYC and LA on line-----**

**Date:** 1/3/2016 9:02:08 PM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** Verizon

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## **Description**

I am writing back to you to say that it looks like nothing can be done with delayed replies up to five months to as little as a little bit over a month with service requests and e mails on NYC.gov and LACITY.org there. I guess they must be packed with e mail there. Imagine that, with the huge amount of net traffic on NYC.gov and LACITY.org there, it will take as much as four months-five months and as little as about two months for a reply in both NYC and LA with e mails. Must be a backlog in e mails. I wonder if there is anything that can be done about that.....imagine that long delay for a reply.....

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[Ticket: # 735710 - Microsoft Fraud](#)

**Date:** 1/4/2016 12:36:36 PM

**City/State/Zip:** Fairfield, Connecticut 06825

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 736142 - Interference with my Internet Usage**

**Date:** 1/4/2016 3:15:57 PM

**City/State/Zip:** Fresh Meadows, New York 11366

**Company Complaining About:** I Don't Know The Name Of The Company

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**Description**

Today when I tried to use my Safari browser on my Mac, the browser was effectively hijacked by pop up warning messages that I couldn't get rid of. They kept reappearing no matter what I did and said to fix the security issues that they detected to call 1-844-315-7852. I finally in frustration did call that number and expressed my anger and then hung up. I got a call back from them from the number:

(b) (6), offering to help me. I hung up as fast as I could. Here is the message they put up: Critical Security Warning! Your Mac may be infected with a serious attack on this system, as your IP Address might be accessed from two different locations at one time. A Suspicious Connection might be trying to access Your Logins, Banking Details & Tracking Your Internet Activity.

Please contact the Mac Support team immediately at 1-844-315-7852(TOLL FREE) and provide error code UR97L1DA2TA to scan an

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**Ticket: # 736556 - Internet Service****Date:** 1/4/2016 5:47:14 PM**City/State/Zip:** Fort Worth, Texas 76108**Company Complaining About:** Charter

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**Description**

My cable internet provider, Charter Communications, keeps telling me every week, they fixed the service interruption in my area, and every week it goes out for a day or 2. They just called me after I waited all day and was never told there was an area service interruption and my service was back on, but they cannot say it is fixed permanently. This is unacceptable, they say they fixed it but obviously have not because it keeps happening. And this started after they raised my bill by \$20.00/ month.

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**Ticket: # 736809 - unwanted email from glamour.com**

**Date:** 1/4/2016 7:26:06 PM

**City/State/Zip:** Creswell, Oregon 97426

**Company Complaining About:** Charter

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## **Description**

I was signed up for both a magazine and email newsletter to glamour.com by an online vendor: folica.com. This was done without my permission. It took numerous phone calls and letters to get the magazine cancelled. But they told me on Nov. 25, 2015 that the email subscription was cancelled and that it would take 30 days to stop. It has been more than 30 days and they continue. Could you please make them stop. Thanks, (b) (6)

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**Ticket: # 736745 - interruption of service**

**Date:** 1/4/2016 6:56:40 PM

**City/State/Zip:** Mayfield, Kentucky 42066

**Company Complaining About:** Zito Media

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## **Description**

For several months the company Zito Media has provided interrupted service to my home. My wife and I have called daily and been told only the situation is being resolved. Our internet only stays connected for 10 minutes at a time before going out for 10 minutes.

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[Ticket: # 736885 - The Lawfare Project website](#)

**Date:** 1/4/2016 8:10:13 PM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

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### **Description**

When I try to access "The Lawfare Project" website via Google Chrome or Microsoft Edge I am redirected to pornographic websites, this is unacceptable. Please remedy this situation. Thank you.

---

**Ticket: # 737138 - I called the Police!!! Couldn't reach my husband!**

**Date:** 1/4/2016 10:30:30 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Verizon Wireless

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## **Description**

It turns out I couldn't reach my husband because he could not get his phone re-connected with his phone carrier. Verizon locked his phone. He has a phone service with an MVNO , expo wireless. They said that Verizon had made his phone ineligible. So now he has a brick. Verizon has been totally unhelpful, and expo wireless cannot figure out why a phone that worked yesterday does not work today. Husband called Verizon, and they were happy to take our money to re-activate the phone successfully. So now we are paying a higher price than expo wireless. My husband says that it has to do with the fact that the phone was programmed by Verizon, so they make it such that you always have to call Verizon, and cannot deal with anyone else separately to activate a phone.

My husband let his father use his phone, to test it out, and so transferred his father's verizon phone number to it for the day, because he has never had a smart phone before. When my husband tried to change it back, he could not , and it was locked. I could not reach him for the whole day, and thought something happened to him.



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**Ticket: # 737213 - Internet**

**Date:** 1/5/2016 12:17:44 AM

**City/State/Zip:** Princeton, West Virginia 24739

**Company Complaining About:** Frontier Communications

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### **Description**

Was on phone with frontier tech support for 1 hour and she hung up on me. Very unprofessional and rude. Things she had me try messed Internet up completely and we have none now. Had to call back and she had not noted anything in my account. Then was told that this is a central office problem so it's on their end at frontier and not mine. Which is not what I was told all along. This guy actually saw that the Internet had dropped 10 times from 3:30 pm to 10:25 pm tonight. And a total of 16 times since 1/1/16. Gave me a trouble ticket #003148426 at 11:00 pm tonight. Said hopefully 24-48 hours. That's unexceptable. I want this resolved immediately.

---

**Ticket: # 737309 - Internet Usage Cap**

**Date:** 1/5/2016 4:58:53 AM

**City/State/Zip:** Biloxi, Mississippi 39531

**Company Complaining About:** Cable One

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### **Description**

Cable One told us they would upgrade our internet to the next plan for no charge and failed to mention the new plan had a download cap. Now we have exceeded our cap multiple times. I was not away companies could limit the usage of internet that you pay for.

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**Ticket: # 737315 - Trouble Ticket Repair Ticket # 003148426 with Frontier**

**Date:** 1/5/2016 6:06:43 AM

**City/State/Zip:** Princeton, West Virginia 24739

**Company Complaining About:** Frontier Communications

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## **Description**

This ticket was opened on 1/4/16 at 11:00 pm and was told this would be completed within 24 hours and no more than 48 hours which would be no later than 11:00 pm on 1/6/16. Just looked at my acct on Frontier and it states that it will be completed by 1/8/16. This is completely not acceptable from me especially when it's on Frontier's end at their central location in my area!!!! And was told last night a tech visit to my home wasn't needed. And now when searching for wifi to connect to my name isn't even listed. Don't understand that!?!?! So basically what the tech had me try last night has completely messed everything up. I want this fixed today. No reason why it can't be. I expect a call from someone at the central location in Princeton WV from Frontier this morning!!!!

---

**Ticket: # 737334 - Receipt of an advertiser's e-mail with no capability to unsubscribe**

**Date:** 1/5/2016 8:17:00 AM

**City/State/Zip:** Boynton Beach, Florida 33435

**Company Complaining About:** AT&T

---

## **Description**

My e-mail address is (b) (6). I received an email from

(b) (6) offering no capability to unsubscribe from receiving future e-mails. After some research, I learned that this e-mail had to do with <https://heartattackfighter.com/n/> (which, with further research, is associated with <http://omegak.com>. I want to unsubscribe from receiving e-mails from either of them, but there is no method offered to do so.

---

**Ticket: # 737336 - Spam received from Amtrak Guest Rewards**

**Date:** 1/5/2016 8:26:34 AM

**City/State/Zip:** Washington, District Of Columbia 20006

**Company Complaining About:** Rcn

---

**Description**

Hello,

Since providing my email address to Amtrak, I have been commercially solicited by them via email at least three times, and have used their automatic unsubscribe system at <https://www.amtrakguestrewards.com/members/unsubscribe> to request being unsubscribed three times. I have received email confirmation of my request to unsubscribe on December 30, January 2, and January 5, yet I continue to receive their messages. As such, I take it that they are not acting in good faith by honoring my request to unsubscribe, and would like to report them for violating the CAN-SPAM Act of 2003.

---

**Ticket: # 737592 - Transmission of harmful content**

**Date:** 1/5/2016 12:25:29 PM

**City/State/Zip:** Newtown, New Hampshire 22850

**Company Complaining About:** Frontier Communications

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## **Description**

It has come to my attention that gravely harmful content is being transmitted via the internet through internet service providers, content which is regarded as unlawful. The sanctity of the homes of millions of Americans, for example, is threatened to a certain degree by such a libertine regulatory milieu, subjecting the consumer to the possibility, however remote it may be, of criminal home invasion of a kind for the simple act of contracting services through an ISP. I hope that this issue will be addressed before it is too late.

Thank you.

---

**Ticket: # 751390 - Comcast**

**Date:** 1/12/2016 10:52:13 PM

**City/State/Zip:** Shakopee, Minnesota 55379

**Company Complaining About:** Comcast

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## **Description**

They are injecting pop ups, with no way to remove them other than upgrading my modem. This is hijacking, plain and simple. I'd like them stopped

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[Ticket: # 737678 - Tmobile throttling](#)

**Date:** 1/5/2016 12:45:14 PM

**City/State/Zip:** Sc, California 95060

**Company Complaining About:** T Mobile

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## **Description**

TMobile is intentionally throttling and capping mobile data. We are not getting the utility guaranteed in our contract and new Tmobile 'services', such as BingeOn, are negatively impacting our use of the utility



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**Ticket: # 737696 - CONTINUED PROBLEM WITH INTERNET CONNECTION ISSUES**

**Date:** 1/5/2016 12:52:46 PM

**City/State/Zip:** Jackson, Mississippi 39212

**Company Complaining About:** Comcast

---

**Description**

This is 2nd report of same problem. Comcast "supposedly" fixed it, but obviously they have not! They will not call me back! I finally talked with someone and they told me it would be TEN DAYS before they could fix the problem that HAS BEEN IDENTIFIED BY A SUPERVISOR MONTHS AGO. The problem is a junction box in my neighborhood that must be replaced to resolve my issue. This is what the supervisor "Ricky" told me. I pay too much a month to have problems with my internet connection.

---

**Ticket: # 737758 - Online Advertisement Volume Too Loud**

**Date:** 1/5/2016 1:14:16 PM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Verizon

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**Description**

An online advertisement by the company LG for one of their products has the audio far too loud. The video can be referenced here:

<https://www.youtube.com/watch?v=D4-rOzpadLM>

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**Ticket: # 737820 - Repeated Fradulent Ads on Craigslist**

**Date:** 1/5/2016 1:40:24 PM

**City/State/Zip:** Monroe, Louisiana 71201

**Company Complaining About:** Craigs List

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## **Description**

I am the executive director of the Biedenharn Museum and Gardens. Someone has posted an ad for a receptionist position at our museum on Craig's List, this is the fifth time in two years that this same ad has appeared and the second time in two months. Our museum has never posted an ad on Craigslist. I have repetedly asked thay remove the ads and insure it never appears again. It is unfair to us as a business and to the many people who come with their resumes to apply for a job that does not exist. There is no phone number to contact Craig's List nor anyway I can determine to get a response from a person. Can the FCC help us with this problem?

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**Ticket: # 737841 - Extra Fees Disconnection Fee**

**Date:** 1/5/2016 1:45:00 PM

**City/State/Zip:** Rydal, Pennsylvania 19046

**Company Complaining About:** Verizon

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**Description**

Verizon placed negative account on my credit report. Verizon account was held for entire contract term and paid in full but extra fees were charged. Internet never reached master bedroom in the house

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**Ticket: # 737912 - ATT Giga power service intermittent connection lost through out the daytime**

**Date:** 1/5/2016 2:04:32 PM

**City/State/Zip:** Irving, Texas 75063

**Company Complaining About:** AT&T

---

## **Description**

I have had ATT service for the past 4 years, and every few months I have to call ATT service to rectify the intermittent loss of connection for my internet. I lose the connection for a few second and then it reconnects back by itself it several effects my ability to work from home especially when I am making presentation over web meeting to the clients . This has been the issue with ATT internet service for ever, I have called them several times to fix the issues the every time technicians comes and takes a look at it and the service is back to normal for a few months and then it's back to the same thing. I have done everything ATT had asked for and have upgraded their service to the highest bandwidth ( ATT Giga power service) service, but it' still remains the same.

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[Ticket: # 738340 - rocketmail email service](#)

**Date:** 1/5/2016 4:24:40 PM

**City/State/Zip:** Winston Salem, North Carolina 27105

**Company Complaining About:** Rocketmail

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## **Description**

I have used rocketmail email service for several years. At 11:00 pm EST on Jan 3 I received an alert from rocketmail that my sign had failed. I called to inquire about the issue and was told i would have to pay 45.00 to resolve and unlock my account. This sounds a lot like the extortion schemes that lock services and charge to recover services

---

**[Ticket: # 738075 - Unsolicited Email Advertising](#)**

**Date:** 1/5/2016 2:49:20 PM

**City/State/Zip:** Weatherford, Texas 76086

**Company Complaining About:** AT&T

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**Description**

Shelia Harris continues to send unsolicited email advertising to our business email after unsubscribing countless times. I believe her agency is selling our email address for compensation.

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**Ticket: # 738264 - Unwanted Text msg**

**Date:** 1/5/2016 3:56:39 PM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Grow Life Dispensary In Colorado Springs

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**Description**

I have been getting text advertising messages from Grow Life for months. The msgs were sent/masked with different phone numbers each time. It started after I visited an auto repair shop across the street from the Grow Life Dispensary in Colorado Springs. I have never had any business with them. This is very annoying. Some of the phone numbers are: (b) (6)

[REDACTED]



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[Ticket: # 738643 - The Lawfare Project website](#)

**Date:** 1/5/2016 5:39:24 PM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

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### **Description**

When I try to access The Lawfare Project website I instead get pornographic websites, this is disturbing and unacceptable, please try and remedy this situation. Thank you.

---

**Ticket: # 738817 - Internet Connection****Date:** 1/5/2016 6:41:02 PM**City/State/Zip:** Gaithersburg, Maryland 20878**Company Complaining About:** Comcast

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**Description**

I have been contacting Comcast regarding to my connection issues and my TV channels wasn't working. It has been raining and the tech informed me it was an outside problem that he property maintenance and Comcast has to deal with, however it had to deal with not seeing all my channels through the Christmas holidays up to new years. I sent emails of communication and Comcast completely stopped communicating with me. I don't know if they resolved the problem but my internet connection isn't working correctly up to this day. I see an increase in my bill of \$5.00 when I would told in August that my bill will be the same price for an year. Then I was told my bill will decrease \$79.99 a month and all of the sudden all communication stopped. Comcast abandoned me! I am disabled and calling and turning my box off isn't easy for me at all times. I will appreciate some assistance in these matters!

---

**Ticket: # 739006 - Century Link Customer Service & Internet****Date:** 1/5/2016 8:11:40 PM**City/State/Zip:** Tomah, Wisconsin 54660**Company Complaining About:** Centurylink

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**Description**

Have had service with century link for almost 1year. When calling them since end of September to inquire about my internet service - that is a bad connection - they keep me on the phone for 2 hours , they say a technician is coming, they never show. I have emails that say my service technician was at my home however they never came. I have went over on my cell phone data 10G+/month for 3 months because my wifi never works. I will not pay for services I didnt receive & they should pay my cell phone overage charges.. I am on the phone with them now 1/5/15 . wait time has been 1hour & no resolution because they dont care. 3 months of phone calls & complaints & nothing . I have spoke with several customer service reps & managers. I told them I was going to file a complaint & cancel services . They just put me on hold longer. People have jobs & children & lives - this is fraud., I pay my bill & do not receive what I pay for. I want to be reimbursed.

---

**Ticket: # 739115 - AOL Blocking Message Board Blogs and Posts**

**Date:** 1/5/2016 9:04:11 PM

**City/State/Zip:** El Monte, California 91732

**Company Complaining About:** America Online (aol)

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**Description**

After having issues earlier of double-posts and then deleted posts, I am now Unable to View Posts or Make Posts on AOL articles; a part of the service I am paying for. I have called AOL Tech Support on the matter a couple of time over a two month period, and all they can say is, 'they're working on it.' The problem is, they are a service I am paying a monthly fee to for service that is also suppose to provide updates and fixes as they occur. However, I feel that AOL has not been forthcoming with detail or information regarding my complaint, and the fix is taking far too long.

I have not yet received any formal acknowledgement of the problems or 'fixes' to my complaints and issue.

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**Ticket: # 739220 - ATT RETALIATION FOR REPORTING TO THE FCC OVERAGE CHARGES FALSE COPY RIGHT INFRIDGEMENT STATEMENTS**

**Date:** 1/5/2016 9:55:19 PM

**City/State/Zip:** Riverdale, Georgia 30296

**Company Complaining About:** AT&T

---

**Description**

This is the fourth complaint about the charges att has placed on my bill as well as now a copyright infridgment statement they falsley accused me of. When I called Att to let them know I did not infridge anyones copyright they refused to remove the mitigation survey and said I was limited to internet use until I took the survey but still going to charge me for full internet service. Spoke with a supervisor and explained the issue and she did not help so I opted to cancel my service within a month if they did not fix it. They also cancelled a service call without contacting me for nonworking services with one of my cable boxes because I said I would be cancelling services the next month. So as Att did not corporate they still were charging me for services I would not have access too. They also did not respond to my last complaint I made with your company for over charging me last month for false data usage a total of 800.00 from a monthly 85.00 wireless bill. I work from home and use wifi. I feel they are retaliating because I reported them to your company and this is the 4th complaint.

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**Ticket: # 739237 - Repetitive Internet Issues**

**Date:** 1/5/2016 10:03:34 PM

**City/State/Zip:** Minersville, Pennsylvania 17955

**Company Complaining About:** Verizon

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**Description**

Internet service is unavailable multiple times a day. Router must be reset multiple times a day. Only one device that uses internet can be on the Internet at one time, or else it will stop working. Problem has been reoccurring for over a year. Verizon has come to fix it, but every time they do, the same problems continue to occur.

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**Ticket: # 739439 - Terrible time trying to get Remote Support for my PC/ Windows 7**

**Date:** 1/6/2016 1:47:07 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Tech Remote Solutions

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## **Description**

On 9/02/2015, I joined a tech support Company called, Tech Remote Solutions.

The first few months were very good. During Thanksgiving and Before Christmas, this Company never answered their Phones. To make things worse I had to pay Guru Aid to fix my issues. I called this Company and Complained about their service and told them if this issue wasn't resolved soon, that I was going to Complain to Bank of America. I never read any Contract and no one told me anything. I assumed that they had the Staff to always be There, just like Guru Aid Is available, Night & Day. I gave them three more tries and then ,Today ( 1/05/2016) I called again and the Owner refused to work on my PC and told me that I need to unplug it for 30 minutes. He Never called me back until 5:30 pm. It was (9:15 am) when I called him and asked for his assistance. He refused to help me and waited for 8 long hours to call me back. This Company had no business taking on to many customers before the Holidays. They were always under Staffed, and never could I reach them for Help. Guru Aid answers all my issues immediately ,night or Day. I told the Owner, (b) (6) that I was going to cancel my 3 year Contract and Expected him to pay me back for all the times that I had to get help from other remote support Companies. Can you Please Help me resolve this issue. I paid \$300.00 dollars for a 3 year contract and never read between all the lines of the contract I signed. This Company never should have Taken on so many customers when the owner didn't have the Staff to answer all phone calls. This Tech support that I received was a 10 and now I would rate it as low as a 3 !!!!!

---

**Ticket: # 739595 - disruption of service**

**Date:** 1/6/2016 10:51:05 AM

**City/State/Zip:** Arnold, Pennsylvania 15068

**Company Complaining About:** Comcast

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**Description**

my neighbor is jamming my system with some kind of device when he leaves in his car...it jams up my wireless connection on my wireless cameras and will affect my internet and sometimes my home phone line



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**Ticket: # 739618 - Internet Service down****Date:** 1/6/2016 11:02:27 AM**City/State/Zip:** Augusta, Georgia 30909**Company Complaining About:** Comcast

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**Description**

Service has been down for my home since Monday at approximately 11am. There was a Comcast service vehicle at my apartment complex from about 8am until 3pm. At 11, my internet went down. During the entire period, we noticed cable t.v. issues as well. We now have limited channels and no service. When I contacted customer service, they said the earliest they could get someone out here to fix the issue they created would be Friday. I use my internet for work and school. Having it down for a full business week due to the company's own fault is unacceptable. I called again today to hopefully get answers. Sadly, I talked to someone who only knew how to read from her script (very nice person, though!). Earliest I can get someone is now Thursday morning.

To have to wait several days for a fix to a problem the company created is unacceptable. Especially when they have had techs at the apartment complex at least one additional time since then.

---

**Ticket: # 739633 - Optium - Phone & Internet Complaint**

**Date:** 1/6/2016 11:11:24 AM

**City/State/Zip:** Torrington, Connecticut 06790

**Company Complaining About:** Optimum

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**Description**

Optium takes phone and internet services without authorization.

On approximately November 23, 2015 an order placed for phone and internet service was canceled because Optium could not provide a hard wired modem.

On approximately December 27, 2015 all stored voice mail and phone greetings were deleted by Optium. Access to restore voice mail options were denied. Upon a call to my current carrier, Frontier, the representative told me my account was going to be transferred to Optium on January 19th. I did not give authorization to Optium. Upon trying to access the internet, on my computer, I discovered that Optium had shut off my access to the internet. I am a small retail business who depends on internet access for credit card sales, which is a majority of my business.

I had a 3 way conference call with Optium and Frontier. The Optium representative confirmed that the order was canceled back in November and had no record of the transfer scheduled on January 19th. It took the representative some digging to find the order. Frontier was fully aware of the order as they repeated the January 19, 2016 date.

I was told by the Frontier representative that according to the FCC they have to let me account go without question. This is great if the customer is aware of what is happening to the account but in the instance, such as mine, it isn't so good. There should be a safety net. Your current internet/phone provider should have to obtain some sort of consent from the customer as well.

My business was unable to accept credit card payments from December 28, 2015 - January 5, 2016. Unfortunately the business lost sales because so many people depend on making a purchase with a credit card.

I also lost a couple of days in time on the phone and in-person trying to resolve the issue of the lost phone and internet service.

As of January 5, 2016 I am up and running again but I will never get back the important business phone messages I had saved through voice mail or the lost sales due to not having access to the internet.

I look forward to receiving help regarding this issue.

Thank you.

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**Ticket: # 739862 - email and privacy**

**Date:** 1/6/2016 12:37:56 PM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** Centurylink

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## **Description**

I do not believe that my internet service is secure. I believe there may be an unauthorized ad hoc computer connection on my service. We provide our own modem for this service, yet the carrier, although previously notified, continues to bill us for this equipment. This morning when signing onto the website centurylink.net from either of 2 kindle devices, the website locked and I was precluded from using the website. I was able to log onto my email on one of these same tablets, but was unable to log out. I have also had issues on our telephone service. I have also had transmission trouble on my telephone service (provider is Ooma (b) (6) involving the inability to dial out and cross talk on calls. I cannot get a good cell signal from my home (b) (6) T Mobile) and believe this may be related to the internet failures or suspected privacy issues described above.

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**Ticket: # 739923 - Public Citizen Holiday Spamming**

**Date:** 1/6/2016 12:51:47 PM

**City/State/Zip:** Austin, Texas 78703

**Company Complaining About:** Public Citizen

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**Description**

I never signed up to receive anything from Public Citizen and when I tried to unsubscribe from the first email that I received over the holiday, I was informed that I wasn't subscribed to any of their lists.

I then received 10+ emails from different email addresses with inappropriate and unrelated titles all soliciting the same thing a donation to their organization. I HAVE NEVER AND WILL NEVER DONATE TO THEM.

It was poorly executed, annoying and the organization needs to be reprimanded.

I have attached copies of some of the emails.

---

[Ticket: # 740694 - Monarch Bank invites you to use our new health app!](#)

**Date:** 1/6/2016 4:59:45 PM

**City/State/Zip:** Chesapeake, Virginia 23320

**Company Complaining About:** Cox

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## **Description**

unwanted spam from a health provider that i do not have any business with.

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**Ticket: # 740528 - Lies about the United States Constitution**

**Date:** 1/6/2016 3:57:02 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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**Description**

<http://www.wisegeek.com/what-are-the-requirements-to-run-for-president-in-the-united-states.htm>

This page is utter and complete lie. It says a person can be a natural born citizen and run for President. This needs to be taken down immediately. It's wrong, misleads the public, and misinforms children who may want to run for President one day. I'm interested in a possible naturalization citizen ammendment. People will be confused by these websites and not know why we'd need such an Ammendment to the Constitution of the United States of America in the first place. I'm sure there are other websites that spread lies that a person can be a naturalized citizen and be President of the United States. I'm not going to do your job and go look for them all, but we the people need you to get on this immediately.

---

Ticket: # 740649 - really it was illegal for George Washington to be elected President of the USA?

**Date:** 1/6/2016 4:39:39 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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## Description

Seriously no Citizen of the USA who was a Citizen when the Constitution of the United States was ratified could be President? How did George Washington get elected then?

<http://www.presidentsusa.net/qualifications.html>

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**Ticket: # 740665 - Digital Antennas installed by prevent access to internet throughout our home.**

**Date:** 1/6/2016 4:45:54 PM

**City/State/Zip:** Santa Barbara, California 93109

**Company Complaining About:** Cox

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## **Description**

We are unable to access our internet on one side of our house, closest to a telephone pole currently holding 3 microcell antennas. We have also lost our ability to tune into some FM stations previously enjoyed prior to the third antenna. We were told a more expensive router is needed, a cost not forced upon other neighbors. Also, I am experiencing increasingly bad migraines, which I believe are made worse because of these antennas. My partner ((b) (6)) and I ((b) (6)) understand the need to support the community with one antenna and everyone should contribute to this new technology in that way. But the needs of others should not be forcibly placed on a small group of individuals. The DAS site is located at ((b) (6)) Santa Barbara, CA 93109. Our neighbors were tricked into giving permission, allowing NextG/Crown Castle easy access to a pole owned by Edison, through misinformation. The pole is 20 feet from our bedroom. Someday this injustice will be corrected, but until then, can you help me with this current wifi issue? Can you force this company to remove 2 of the 3 antennas so we too can enjoy our home like other neighbors? Thank you.



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**Ticket: # 740750 - Walmart blocking cell phone service**

**Date:** 1/6/2016 5:24:10 PM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** T Mobile

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**Description**

This is a recent change, as of three weeks ago, I noticed that my two local walmart stores have blocked cell phone/data service. There are bars on my phone, but no internet, or email service works. As so I n as I step outside the door, no apparent change in cell phone strength, and I am released to use my data as I please. The two stores I know of, are in Colorado Springs 1) (b) (6) and 2) (b) (6)

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**Ticket: # 740783 - Scam**

**Date:** 1/6/2016 5:38:50 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** lpower.com

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## **Description**

iPower.com is scamming it's customers. I host 10 different websites, through multiple accounts with them. What they are doing is infecting each user's web files with what they call are malicious files. Then they shut down your website and try to sell you one of their third parties software (site lock) to fix your site and unlock it. I can see the pattern because slowly but surely every site i have hosted with them is getting shut down by them for the same reason. I've even ran third party web scans for infected files and they all turn up with a green light saying the site has no infected files. Then ipower says the scan don't scan like theres. I believe this is a scam to force the average user into paying for that service.

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[Ticket: # 741051 - server interferes with services](#)

**Date:** 1/6/2016 7:29:45 PM

**City/State/Zip:** Jackson, Michigan 49203

**Company Complaining About:** Comcast

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**Description**

HAS START UP PASSWORD, AND INTERFERS WITH SERVICES

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Ticket: # 741350 - murders in nothern wisconsin kevin from tomahawk wi (b) (6)

**Date:** 1/6/2016 11:36:44 PM

**City/State/Zip:** Tomahwk, Wisconsin 54487

**Company Complaining About:** AT&T

---

## Description

feel like the tv is talking to you so i was asked fox 55 is a concern or 12 Or 7 or 9 or its satellite tv directv something foreign bad vibes or waves have emailed on this numerous times and am not getting a response its affected many zapped in head ripped out of sleep vibrating under my feet mind control needs to be addressed suicides cant sleep too much feel

sleep

---

**Ticket: # 741450 - Poor Internet and Customer Service**

**Date:** 1/7/2016 2:42:04 AM

**City/State/Zip:** Baltimore, Maryland 21215

**Company Complaining About:** Verizon

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**Description**

unfortunately I have to cancel my Verizon DSL services due to the lack of "service." I need a high level Customer Service to review my time out of service and intermittent internet connection (that is well reported), congestion on the network preventing the customer to route of utilize the service as seen fit for what's being billed, and numerous service calls and still currently in need of a DSP (if I were to stay w Verizon). It's smooth sailing once I do finally speak to an agent in the states, but that takes a lot of fussing. Thank you

---

**Ticket: # 741505 - loss of service in last two weeks**

**Date:** 1/7/2016 8:54:23 AM

**City/State/Zip:** Baltimore, Maryland 21220

**Company Complaining About:** Comcast

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### **Description**

I was under contract, and it ended in October 2015, but I still have service. I called in to complain that suddenly my service is not working properly after all this time, I have the same internet same Netflix but Comcast says we don't recommend that package for streaming, I pay 83.68 a month on the bill it says high speed internet 82.90.

---

**Ticket: # 741511 - Centurylink Commonly Bouncing Connection**

**Date:** 1/7/2016 9:16:39 AM

**City/State/Zip:** Cambridge, Minnesota 55008

**Company Complaining About:** Centurylink

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**Description**

Commonly, when downloading any files, Centurylink will "bounce" my connection, interrupting my download, causing me to have to restart it. Also, We pay for 1.5mb/s down service, and rarely reach .5mb/s down speeds. Repeated calls to Centurylink result in them claiming "network congestion" and offer no resolve, or plan in place to fix this issue.

---

**Ticket: # 741758 - scam**

**Date:** 1/7/2016 11:55:54 AM

**City/State/Zip:** Arlington, Virginia 22204

**Company Complaining About:** Vtech Software Solutions

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## **Description**

I was on the internet to buy tickets on Fandango. Suddenly a pop up appeared stating that my browser had been infected and not to turn the computer off and listed a number to call which was Vtech Software Solutions. (See attached file '2 of 2'). They advised they were a contracted service to Microsoft and started to ask how old my computer was and whether I had warranty protection. I let them take over my computer since they said they needed to do that to detect what had happened. They produced a long list of viruses and infections and non-working systems (See attachments '1 of 2' and '2 of 2'). Then they said they were going to charge me \$169 to fix all the problems and they wanted my credit card information first. Of course I did not provide this. Importantly, when I hung up and called an IT fix team in the metropolitan DC area, that man came in person and tested my computer and said none of those viruses were on my computer at all. The company had also had the same situation that day from another person who had been scammed.



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[Ticket: # 741904 - Time Warner failure to provide service at published and charged price structure](#)

**Date:** 1/7/2016 12:38:13 PM

**City/State/Zip:** Newtown, Ohio 45244

**Company Complaining About:** Time Warner

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## **Description**

I am a time warner customer paying for a 50mbps connection. at no point in my 8 months of service have i ever been able to see or utilize speeds as advertised and purchased over ethernet cable connected computer. my wireless portion of the service is poor due to over saturation of 802.11g channels in my multi family environment. I have contacted Time warner customer care for resolve and have failed to achieve any resolve.

---

**Ticket: # 742687 - Comcast Shut off my email - again!**

**Date:** 1/7/2016 4:21:25 PM

**City/State/Zip:** La Grange Pk, Illinois 60526

**Company Complaining About:** Comcast

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## **Description**

I recently made a complaint that Comcast shut me out of my email. I called them to disconnect services (i cannot possibly tolerate their business model/practices any longer) They did not give me the chance to notify friends/family or a change in my email, transfer files from my email or any other items i needed to complete. I would really like to recover my files, however nobody has called me back. This company is truly horrific.

---

**Ticket: # 742779 - Techarex**

**Date:** 1/7/2016 4:43:51 PM

**City/State/Zip:** Roselle Park, New Jersey 07204

**Company Complaining About:** Techarex

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## **Description**

In September of last year I employed the above company to eliminate a problem I was having with malware/spyware. It cost me a bundle -- \$299.99 -- but I felt comfortable that I got what I paid for and, anyway, I was in too deep to elicit help from another source when it occurred to me that I could get this service elsewhere. I have heard nothing from these people until the past several days when I started getting calls from this company saying that due to a problem at their end (the nature of which I do not recall) they were required to give me a refund. I followed a couple of the steps a man instructed but quickly became suspicious and told him so. At one point the caller referred me to his manager who became extremely aggressive to the point of threatening that they would somehow disable my computer. I barked something rude at him and hung up. They haven't stopped calling me several times a day since, which is making me even more suspicious. I haven't noticed anything unusual about my PC up to this point. Most of the calls showed as "private caller" on my phone display, except for one number --- (b) (6) which gives me a busy signal when I call. I've done some research and their name has popped up as a possible scam. Is the integrity of my PC in danger? Or my financial information? Is your agency familiar with this scam? How could they harm me by giving me back my money? I would appreciate a response telling me exactly what is going on. Thank you very much. (b) (6)

---

**Ticket: # 743284 - Toshiba sent a malicious & detrimental update remotely to my pc**

**Date:** 1/7/2016 8:09:26 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73132

**Company Complaining About:** Toshiba

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## **Description**

Toshiba sent the equivalent of a virus in the form of a BIOS system update to my laptop thus rendering it totally useless. In addition Toshiba blocked my router's IP address so that I am BANNED from accessing any of their forums for no substantiated reason.

---

[Ticket: # 743567 - Apple's access into my computer](#)

**Date:** 1/8/2016 12:32:49 AM

**City/State/Zip:** Clymer, Pennsylvania 15728

**Company Complaining About:** Apple Computer

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## **Description**

Apple seems to have access into my computer and how I know this is that I thought the problem with my computer was with the registration. However, it was not. But, for some reason they kept saying that my serial number never showed up. However, when getting back into my settings they changed my serial number. So, that is why at this point they are controlling my apple computer. Because, they are not allowing access to information and they are changing sites on me constantly. Now, this has got to stop. Can you help me?

---

**Ticket: # 747311 - LIDS.COM excessive soame**

**Date:** 1/11/2016 10:20:23 AM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Comcast

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## **Description**

Lids.com won't stop emailing me spam email and refuses to acknowledge my opt out option. I've emailed them 3 times and called them once during the last 15 days and the emails won't stop.

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[Ticket: # 743785 - Worst internet provider.](#)

**Date:** 1/8/2016 10:44:05 AM

**City/State/Zip:** Jackson, Georgia 30233

**Company Complaining About:** AT&T

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## **Description**

Internet is randomly unavailable. I wake up some days and the Internet has no connection. Which is pretty stupid since we pay for "high speed quality Internet" but it drops at least a few times a week. Feelsgoodman.

---

**Ticket: # 743983 - Unstoppable text messages**

**Date:** 1/8/2016 12:16:54 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** N/a

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**Description**

I received text message in Spanish (which I don't know) on December 11. The only thing I understood was phone # 866-599-5752, and STOP=Cancelar. I sent STOP and received confirmation: "IDT: You have been opted out. CS 1-888-981-4660" On January 1 I received next text message in Spanish, referencing the same phone # 866-599-5752. I sent another stop and received identical confirmation. Today (January 7) I received next message in Spanish, referencing the same phone # 866-599-5752. I'm not going to play the same thing over and over - sending the STOP messages just to receive another one few days later.



---

**Ticket: # 744402 - Optium - Phone & Internet Complaint**

**Date:** 1/8/2016 2:11:18 PM

**City/State/Zip:** Torrington, Connecticut 06790

**Company Complaining About:** Optimum

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**Description**

Optium takes phone and internet services without authorization.

On approximately November 23, 2015 an order placed for phone and internet service was canceled because Optium could not provide a hard wired modem.

On approximately December 27, 2015 all stored voice mail and phone greetings were deleted by Optium. Access to restore voice mail options were denied. Upon a call to my current carrier, Frontier, the representative told me my account was going to be transferred to Optium on January 19th. I did not give authorization to Optium. Upon trying to access the internet, on my computer, I discovered that Optium had shut off my access to the internet. I am a small retail business who depends on internet access for credit card sales, which is a majority of my business.

I had a 3 way conference call with Optium and Frontier. The Optium representative confirmed that the order was canceled back in November and had no record of the transfer scheduled on January 19th. It took the representative some digging to find the order. Frontier was fully aware of the order as they repeated the January 19, 2016 date.

I was told by the Frontier representative that according to the FCC they have to let me account go without question. This is great if the customer is aware of what is happening to the account but in the instance, such as mine, it isn't so good. There should be a safety net. Your current internet/phone provider should have to obtain some sort of consent from the customer as well.

My business was unable to accept credit card payments from December 28, 2015 - January 5, 2016. Unfortunately the business lost sales because so many people depend on making a purchase with a credit card.

I also lost a couple of days in time on the phone and in-person trying to resolve the issue of the lost phone and internet service.

As of January 5, 2016 I am up and running again but I will never get back the important business phone messages I had saved through voice mail or the lost sales due to not having access to the internet.

I look forward to receiving help regarding this issue.

Thank you.

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[Ticket: # 744692 - Frontier is lying on it's response](#)

**Date:** 1/8/2016 3:39:40 PM

**City/State/Zip:** W. Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier has lewd in response to my complaints. They claim 3mb download my current download is 0.09 mb they will not even send service personnel out so how do they know there is no problem with my line? I have extreme packet loss and almost no connection or no connection at all times. I may have to move out of my home of 15 yrs so I can go to school because of this.

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**Ticket: # 745284 - Unreasonable unsubscribe policy**

**Date:** 1/8/2016 6:55:12 PM

**City/State/Zip:** Belmont, North Carolina 28012

**Company Complaining About:** Time Warner

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## **Description**

Spammer requires usee to login to get removed from email campaigns instead of providing a one step link to be removed from all communications.

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**Ticket: # 745805 - mackeeper/zeobit/Slava Kolomiychuk**

**Date:** 1/9/2016 7:45:10 AM

**City/State/Zip:** Long Beach, California 90814

**Company Complaining About:** Zeobit/mackeeper

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## **Description**

For a number of years the above company has attacked my computer with pop-up ads saying I have a virus. This pop-up freezes or crashes my computer. I have contacted the company 2 + years ago and went through an elaborate procedure they assured me would stop their pop-ups. It did not.

Researching the company I found they have been sued in the recent passed and paid \$2,000,000 into a fund, while admitting no guilt. Their marketing practices must be illegal, as well as a daily irritant. Please go after this "outfit" and think about deporting their founder Slava Kolomiychuk for shady trade practices. Life is hard enough, no needs this type of problem. I'm sure I am not alone.

---

[Ticket: # 745828 - Phone calls from unknown caller](#)

**Date:** 1/9/2016 8:53:28 AM

**City/State/Zip:** Dunnellon, Florida 34432

**Company Complaining About:** AT&T

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### **Description**

No telephone number it is listed on my caller ID as 0000000000 name unknown. Said from electronic company but does not have a name Told not to call back. I'm not complaining about my internet

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**Ticket: # 745939 - Internet Connection Issues Again**

**Date:** 1/9/2016 12:18:03 PM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Comcast

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**Description**

I submitted a complaint before about my internet connection a few weeks ago, the previous ticket number is 643039.

After I filed my complaint, a technician came in and did some things to my connection and it worked fine for about a week and then the problems started again. In the span of about 20 minutes, I've counted that I have disconnected and reconnected about 15 times. This is very frustrating because I have to keep reloading my webpages for homework over and over and over again.

They also gave me a number to call if the problem persists, however, every time I call this number I get no answer. This is very frustrating.

Any help would be very much appreciated. Thank you for your time.

---

Ticket: # 746116 - a company called Speedtest keeps taking over my chosen internet browser.. despite my choice not to select them.. it is impossible to get rid of it

**Date:** 1/9/2016 2:28:06 PM

**City/State/Zip:** Sun City, California 92586

**Company Complaining About:** Speedtest

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## Description

Speedtest is an internet site that keeps injecting itself over my chosen browser.. despite my refusal to select it when a pop up occurs. it is not possible to stop this interference.. which is recurring every time i use my computer.

---

**Ticket: # 746244 - Frontier Internet Service**

**Date:** 1/9/2016 4:22:39 PM

**City/State/Zip:** Haprrers Ferry, West Virginia 25425

**Company Complaining About:** Frontier Communications

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## **Description**

We have had frontier for over 10 years. It has been consistent problems from the buzzing in the phone line so bad we canceled phone service years ago. unfortunately we have no other option for wired internet service. according to the last technical service adviser we spoke to We are supposed to get 6+MB. We rarely get over 1MB. We constantly get disconnected with the internet light on the modem either turning off or turning red. Frontier has sent techs out with no resolve. This last time they did not call or show up. This is a normal accordance for this company. Most of the customer service reps of the phone are polite but get nothing fixed. After it rains things seem to get worst. The old copper line that runs back thru our neighborhoods i'm told is over 30 years old. This cable is all underground, I believe this cable is shorting with high resistance due to corrosions and water intrusion. This is the second complaint I have files with the FCC. The last one was over 5 years ago. Nothing was fixed then.



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**Ticket: # 746358 - Stacksocial.com failure to unsubscribe**

**Date:** 1/9/2016 6:35:20 PM

**City/State/Zip:** Whispering Pines, North Carolina 28327

**Company Complaining About:** Centurylink

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## **Description**

I purchased something from the website stacksocial.com on November 2015 and immediately started receiving several spam emails a day. I subscribed over a dozen times and contacted their customer service directly to inform them that they had failed to unsubscribe me back in early December. I am still receiving emails from them.

---

[Ticket: # 747511 - AT&T Internet/phone service](#)

**Date:** 1/11/2016 12:14:40 PM

**City/State/Zip:** Atlanta, Georgia 30326

**Company Complaining About:** AT&T

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### **Description**

We have VOIP telephones that are dependent on the internet and the internet keeps failing (and thus our telephones as well). Multiple broken appointments from AT&T to service.

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**Ticket: # 746507 - Neighbor interfering with internet service, provider not correcting or taking action**

**Date:** 1/9/2016 8:43:51 PM

**City/State/Zip:** Boonville, Missouri 65233

**Company Complaining About:** Sudden Link

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## **Description**

(b) (6), Boonville, MO is interfering with my internet service. He has created multiple access points that randomly change that flood the channel I get internet service on. This knocks us off line. We went so far as to change the channel we get our internet on and set up a 64 character password, but he is still able to interfere with our service. I have complained to my provider. On October 26, 2015 a service technician came to my house from the local Suddenlink office and verified the interference is coming from (b) (6). While here the technician took screen shots showing the multiple access points. However, when we asked Suddenlink to do something about it, they have failed to act. (b) (6) works for the City of Boonville as their IT person. My wife talked with the Mayor of Boonville, but they would not take steps against their employee. We have also filed harassment charges with the local police department, but again to no avail. We feel we are paying for unreliable service that we aren't able to use when needed. (b) (6) continues to interfere with our service (as recently as within the last hour). It appears to be worse when he is home.

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**Ticket: # 746698 - Comcast Data Cap Imposition****Date:** 1/10/2016 10:54:41 AM**City/State/Zip:** Atlanta, Georgia 30318**Company Complaining About:** Comcast

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**Description**

Comcast's internet division has imposed a 'trial run' on data cap usage (300 gigabytes) in the city of Atlanta. This means that a house that reaches the data cap will need to pay 10 dollars for every 50 additional gigabytes - in a city with an extremely high population density, this will dramatically increase profits. As an personal example, my home of 6 has already reached the data cap in less than 10 days. We are now forced to purchase the 'Unlimited plan' or face losing a considerable amount of money. As college students, we need the internet to work and study. Naturally, customers that already have their most expensive plans don't need to worry about the data limit - only the people who can afford the cheaper options. Anyone with some iota of internet knowledge knows that there is no need to impose these data caps, that Comcast will make money anyways (they have for years) and that this practice only exists to generate more revenue.

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**Ticket: # 746795 - Request to unsubscribe not being honored**

**Date:** 1/10/2016 2:07:04 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** AT&T

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## **Description**

I am consistently sent marketing emails from a company called (b) (6) after multiple requests to unsubscribe. They offer no way to opt-out of their mailing list, as their unsubscribe link in their email footer simply is a mailto: which places the subject "Please Unsubscribe Me From Trial Emails".

My first request to unsubscribe was sent on 12/4/2015 and I have since requested to be unsubscribed 3 other times (on the 6th, 9th, and 12th of December).

---

**Ticket: # 746846 - Xfinity/Comcast ongoing internet issues****Date:** 1/10/2016 3:16:21 PM**City/State/Zip:** Atlanta, Georgia 30316**Company Complaining About:** Comcast

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**Description**

Our service goes out several times a day and has been for the last few months, they keep saying they're going to send someone out to check the lines, but then they send a technician to look inside the house and then charge us for an appointment we didn't want. We already had an xfinity tech come out and look at it, got a new modem from xfinity, reprovisioned the modem several times etc. It's a problem many others in the neighborhood have, yet they do nothing about it. they just keep charging us for speeds they can't deliver consistently, and charging for appointments to "fix" the problem, then they say there's nothing wrong. I have talked to them 10 times in the past 2 weeks, one day I was on the phone for 4 hours with them. I can't switch providers because att uverse is even slower. Unbelievable that this can happen in 2015-16, people need the internet to do basic stuff, it isn't a luxury but a necessity. Every time I call they say they're going to send a person out to check the line, they're going to "escalate" the problem, they're sorry but it will be fixed soon--then they send the wrong person again. It's like a kafka-esque nightmare trying to get them to fix THEIR problem. It seems like they can't deliver the service they say they can. Please do something, businesses shouldn't be able to have a monopoly like this and hold customers hostage. Google fiber probably won't be here for another year, so they feel they can do whatever they want. I freelance from home and pay \$160 a month for internet/cable, but I can't do my work half the time because of their horrible, negligent service. No amount of calling them helps. It's almost criminal what they're doing (or is it actually illegal? it should be). Thanks and sorry for rambling on if I did.

---

**Ticket: # 746927 - dropped service for short periods of time throughout the day**

**Date:** 1/10/2016 5:28:40 PM

**City/State/Zip:** Raleigh, North Carolina 27614

**Company Complaining About:** Centurylink

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### **Description**

Continue to get charged for full service that has continuing disrupted service.

Not on just one computer or TV. almost daily drop service for a period of time. They continue to say no problem.

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**Ticket: # 747579 - Internet and phone connection issues**

**Date:** 1/11/2016 12:37:30 PM

**City/State/Zip:** Alexandra, Kentucky 41001

**Company Complaining About:** Cincinnati Bell

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## **Description**

We have Internet and phone service with Cincinnati Bell. Almost daily the phone and Internet service disconnects. I have placed over 50 repair request. Cincinnati bell occasionally sends a repair person to our home. The report is always the same. The repair person tells us the outside equipment is sub standard for the service Cincinnati Bell is trying to provide. The outside wiring and equipment needs to be upgraded. The repair person said Cincinnati Bell has received government money to make these repairs in this area. They also said that it will be at least 3 years if they make the repairs but Cincinnati Bell will probably use the money to extend service in other areas as it will be more profitable for them. I have provided our phone number but mail is the best way to contact us,, it's unlikely that our phone service will be working.



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**Ticket: # 748018 - text msg spam**

**Date:** 1/11/2016 2:53:05 PM

**City/State/Zip:** Jersey City, New Jersey 07306

**Company Complaining About:** T Mobile

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### **Description**

I am writing to report that today my sister received a text msg from 201-2018-4336 saying that someone she knows in New Jersey was in a car accident and to call that number. She tried the number several times with no response before calling me, terrified, to ensure my husband and I were OK. Please take action to stop what I believe is a scam. Thank you, (b) (6)

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[Ticket: # 749338 - forbidden unsubscribe button](#)

**Date:** 1/12/2016 10:01:39 AM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** Directinboxdelivery® Marketing Network

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## **Description**

I have done everything I can to stop this company. Their unsubscribe never works DirectInboxDelivery® marketing network; nor does their listed phone number. I found their web site and wrote them direct.

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**Ticket: # 759798 - advertising**

**Date:** 1/18/2016 4:22:07 PM

**City/State/Zip:** Parsippany, New Jersey 07054

**Company Complaining About:** Do Not Know

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### **Description**

Do not like anybody forcing access to my computer. The ads and popups are an invasion of privacy. I do not like to be accused that my computer is uploading stuff to servers. It is an obvious attempt to draw up business. I am a computer tech so I would know if my computer is doing that.

---

**Ticket: # 748733 - Viral Attack**

**Date:** 1/11/2016 7:00:06 PM

**City/State/Zip:** Murrells Inlet, South Carolina 29576

**Company Complaining About:** Horry Telephone Company

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**Description**

My computer was attacked today and files were removed. I understand that this happens to many but my attack involved a pop up screen and then verbal commands, telling me to call 855-409-1948 for assistance with the attack. I report this as it seems like an easier one than usual to track back to source.

---

**Ticket: # 749047 - Comcast internet service**

**Date:** 1/11/2016 10:00:40 PM

**City/State/Zip:** Rex, Georgia 30273

**Company Complaining About:** Comcast

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## **Description**

My service was activated on 12/14/2014 by a self install kit. Took 2 hours and 3 different representatives to get my services intermittently working. A tech was scheduled to come out and check why the connection goes in and out. I've called at least 3 times since then and chatted with a rep via the internet. Several test was ran each time showing my levels were low. I've been told each time a tech will show still no tech. My last call before tonight I was assured that I will hear back from a supervisor and a few days. Called today to speak with a supervisor because I didn't get a call back nor a tech has yet to come out. I called tonight and was transferred to a supervisor which the line rung about 20 times and then I was transferred back into the automated queue.

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**Ticket: # 749075 - Comcast Internet Racket**

**Date:** 1/11/2016 10:29:10 PM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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**Description**

I am paying for 50-75 mbps and have been getting <10, and sometimes as low as 2 mbps. I have called 3 times in the last ten days and they claim to fix it, but I just have to call back. I know for a fact that I haven't been hitting speeds of 50-75 probably the entire time I have been paying for it (YouTube videos have always taken 10-15 seconds to load, delays in browsing, etc).

This evening, after spending the last 10 hours on hold off and on trying to get this resolved (as well as an increased bill while under contract to pay \$119.99 and be locked in at that but the bill continuing to creep up to ~\$200), they said they could send a technician to look at things but I would have to pay. When I said no don't do that, the woman continued to tell me she was scheduling a technician. So, they over charge me and lie about the services I am receiving, but then they are trying to force me to pay to fix their problems on top of it.

They're the only internet and cable company locally. I don't want to switch to Dish, because I'd have to use Comcast for internet anyway. They've got me cornered.

---

**Ticket: # 749314 - still looking for help to save my friends and no one has addressed this sad**

**Date:** 1/12/2016 9:27:53 AM

**City/State/Zip:** Tomahawk, Wisconsin 54487

**Company Complaining About:** Frontier Communications

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## **Description**

might wanna look into phone number (b) (6) does rf sheilding and (b) (6) a police officer in my neighborhood i should have been dead and there are others who are unaccounted for natural causes bull crap what ever is going through power is awfull cause if u hit the main breaker it goes away im serious this is a serious matter i would like help or im gonna drive there myself there is such a thing i have read enough on it i swear my husband has had me tracked like a doug gilomen had his wife who is now dead at 31 she hung herself with a coax cable i tried to kill myself cause whatever is beaming on me is awful drive u outta your mind need to be looked into she was murdered in my opinion probably cause she felt same things to and dont kmow where it comes from ive ripped so many electronics apart trying to stop this and i dont want anything else to happen to my kids my youngest te same had to hit the power sad no one is helping

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**Ticket: # 749325 - look into phone number 7158923143 and 7155423008 7153563043 7153583043 7158921650**

**Date:** 1/12/2016 9:37:39 AM

**City/State/Zip:** Tomahawk, Wisconsin 54487

**Company Complaining About:** Frontier Communications

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## **Description**

this is another number i meant to add to my complaint im not crazy im looking for help you dont do this to people its in human i hate directv he messing with it on the roof one time hes done china embassy hes been to every country know to man this is coming from somewhere foreign or russia we have illegal ones in minocqua from russia



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**Ticket: # 749327 - Poor DSL Service with CenturyLink**

**Date:** 1/12/2016 9:48:46 AM

**City/State/Zip:** Brookneal, Virginia 24528

**Company Complaining About:** Centurylink

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## **Description**

I experience ongoing issues of no service between the hours of 5p-9p EST every night. I have spotty service throughout the whole day.

I have had numerous technicians come out and check the issues and have been informed it's nothing they can do. They informed that the hub is at full capacity and they do not have any plans to upgrade the hub.

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**Ticket: # 750594 - My internet User ID and PW and contact information comprised**

**Date:** 1/12/2016 5:15:32 PM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** AT&T

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## **Description**

Someone has sent changes to my internet account to change user ID and my PW.

Also, they were able to change my contact my information, and my account pw to access my account.

I believe the same person has had my home telephone number transferred to a number which was like 000-0545. This has happened twice.

---

**Ticket: # 749684 - ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 1/12/2016 12:49:55 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## **Description**

I am a crime victim of attempted murder (b) (6) There is an existing noise campaign of ELF transmissions in my home and in public from kids jamming cellphone towers satellite dish and wifi cross frequencies. All of the electronics in my home and public are Jammed with expletives and offensive language. Videos are online at DON THEKICKASSTI on Youtube. More videos will be displayed.

Thank you

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[Ticket: # 749849 - ATT Throttling content](#)

**Date:** 1/12/2016 1:32:25 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** AT&T

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## **Description**

Over the last several months ATT has been throttling my content. I regularly speedtest and ATT drops my speed when I'm engaging in streaming or playing games. They correct this when contacted via phone or chat. There is no 'organic' cause for this, I have check my lines, my router, my wireless cards, etc. I am not the only person who this is happening to.

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[Ticket: # 750904 - Comcast injecting ads into packets](#)

**Date:** 1/12/2016 6:49:31 PM

**City/State/Zip:** Cartersville, Georgia 30121

**Company Complaining About:** Comcast

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### **Description**

comcast has been regularly injecting ads and notices into my web traffic as well as instituting data caps in my area.

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**Ticket: # 750155 - Lack of proper Internet**

**Date:** 1/12/2016 2:45:19 PM

**City/State/Zip:** Petal, Mississippi 39465

**Company Complaining About:** AT&T

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## **Description**

Internet is seldom working in our area. This problem has been going on for years. We have intermittent DSL daily. It may work for several hours but will assuredly go out each day. I have made numerous calls to ATT, as well as my neighbors, to have this problem resolved. They have scheduled appointments to have someone check on issue but I have yet to have a service person come to these appointments. They admit that the problem is with their lines but still try to persuade me to purchase a new modem. We are not allowed fiber optic in our area. It seems with all the advanced technology that ATT claims to have, it would be an easy fix. We are still charged for internet and home phone services. My bill alone for both of these services range from \$98.00 to \$115.00 per month. I pay my bill on time BUT do not get a service equivalent to these charges. Unfortunately in our area, we have no other internet service to choose from. Please consider encouraging ATT to provide, we the consumers, reliable service. I can only pray that after beginning this compliment, I can complete it before my internet goes down once again!

Thank you,

(b) (6)

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**Ticket: # 750351 - Unsolicited emails**

**Date:** 1/12/2016 3:45:24 PM

**City/State/Zip:** Dunwoody, Georgia 30338

**Company Complaining About:** AT&T

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## **Description**

Patriot Energy has overloaded my inbox with unsolicited emails proposing investments in oil exploration. They do not have an unsubscribe option on the emails. The only way to contact them is if you are an investor. Emails to support or help are rejected.

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**Ticket: # 750570 - Hijacking, Copyright infringement, and violation of the CFAA**

**Date:** 1/12/2016 5:08:03 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

I was subject to the behavior described here:

<http://consumerist.com/2016/01/12/why-is-comcast-interrupting-my-web-browsing-to-upsell-me-on-a-new-modem/>

Basically, comcast was injecting its own content into web pages I was visiting, which effectively is hijacking, copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work), and violation of the CFAA with respect that you and the website are the ones communicating (and they are hacking the communication chain).

As result, I was forced buy a new modem (even though my old one worked perfectly fine) in order to avoid suffering more from this.



---

**Ticket: # 750827 - Internet services****Date:** 1/12/2016 6:27:14 PM**City/State/Zip:** Muscatine, Iowa 52761**Company Complaining About:** Centurylink

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**Description**

I am at a resort in Captiva FL. The management bought and installed a new plug and play router Linksys EA6350. However, when the installer tried to link to the existing internet service provider, the system kept routing us to CenturyLink and insisted that we had to have an existing account with CenturyLink or set up a new one with them. I don't want a new account. I want to use the resorts's internet system (South Seas). The installer tried to call CenturyLink, but they were not helpful. This seems like a scam to force people to switch their internet services.

---

[Ticket: # 750887 - Comcast injecting popups into traffic](#)

**Date:** 1/12/2016 6:45:32 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Comcast

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## **Description**

Comcast is hijacking internet traffic to inject popups to advertise their own modems. This is akin to opening my mail and advertising inside of it. Please do something about this company, it's unacceptable. I would switch to a different ISP but I literally have one choice for high speed internet, and I live in our nation's capital.

---

**Ticket: # 751272 - Intrusive pop-up ads injected by Comcast because I own my modem.**

**Date:** 1/12/2016 9:33:30 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Advertisement are being injected into my web browsing traffic because I own my modem.

I keep getting messages injected while I browse the open web, that my modem needs to be upgraded to "achieve the full range of speeds".

I purchased my own Motorola DocSis 3.0 modem about a year and a half ago, and it is fully capable of sustaining the 75mb downstream that I pay for through my agreement with Comcast.

Recently, I have started receiving in-browsing messages that my modem need to be upgraded in order to continue getting the downstream speeds I have already paid for. The Docsis 3 standard is well above the 75mb throughput that I pay for. It instructs me to contact Comcast and order and new LEASED modem for \$10/month. The Motorola DBG6580 modem that I OWN exceeds Comcast's standard.

Comcast is attempting to manipulate the market to insure that less educated customers trade in the FULLY CAPABLE modems that customers FULLY OWN. For a leased product that will earn them \$120 a year per customer.

Please investigate this flagrant example of DNS hijacking Middle Man blackmail of existing Comcast customers.

---

**Ticket: # 751314 - Buckeye Cable System Communication Hijacking**

**Date:** 1/12/2016 9:51:28 PM

**City/State/Zip:** Toledo, Ohio 43611

**Company Complaining About:** Buckeye Telesystem

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**Description**

Buckeye Cable System in Toledo, OH is injecting their content into active web sessions informing users of usage and requesting acknowledgement before bypass is allowed. This demonstrates a hijacking of user's communication chain and is a violation of Computer Fraud and Abuse Act. They have been asked on a number of occasions to cease and desist without results.

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**Ticket: # 751321 - Comcast**

**Date:** 1/12/2016 10:01:16 PM

**City/State/Zip:** Fair Oaks Ranch, Texas 78015

**Company Complaining About:** Comcast

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## **Description**

Comcast is injecting pop-up ads urging users to upgrade their modem while the user browses the web, provides no way to opt-out other than upgrading the modem. This is:

1. hijacking,
2. copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work
3. and violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain

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**Ticket: # 751353 - Comcast Pop Up**

**Date:** 1/12/2016 10:19:16 PM

**City/State/Zip:** Foxboro, Massachusetts 02035

**Company Complaining About:** Comcast

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**Description**

Recently I've received the following pop up message from Comcast, interrupting a webpage I had open that was not related to Comcast or its website whatsoever:

“Our records indicate that the cable modem, which you currently use for your XFINITY Internet service, may not be able to receive the full range of our speeds. To ensure you’re receiving the full benefits of your XFINITY Internet service, please replace your cable modem.”...

Comcast has hijacked my browser to display this message to me. I am in awe that they can simply hijack my browser for such a message. If any other company hijacked my browser, I'd assume it was malware, but Comcast is worse than that.

---

**Ticket: # 751434 - Tampering with line**

**Date:** 1/12/2016 11:40:17 PM

**City/State/Zip:** Noblesville, Indiana 46062

**Company Complaining About:** Comcast

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## **Description**

It appears that someone has tampered with our internet service turning off our VoIP, cable service and high speed internet. When arriving home I found a door tag on my front door with Comcast's logo on it. It stated that the cabling wiring and/or electronics did not meet performance standards and told us to call 1-855-213-5774 to schedule an appointment. I have verified with the Comcast security department is not a Comcast phone number. We have been without service since Monday, January 11, 2016 and Comcast says they can not come out until Saturday, January 16, 2016.

---

**Ticket: # 751506 - ISP hijacking private connection**

**Date:** 1/13/2016 1:20:58 AM

**City/State/Zip:** Meridian, Mississippi 39305

**Company Complaining About:** Comcast

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## **Description**

Comcast has started advertising that I change my router to there "better" rental. They do this advertising by inserting themselves into the data stream of private communications between myself and other servers which they do not own. They are committing the following crimes by doing so:

1. hijacking,
2. copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work)
3. and violation of the CFAA with respect that website and I are the ones communicating, and they are hacking the communication chain



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**Ticket: # 751460 - Comcast tainting packets that do not belong to them**

**Date:** 1/12/2016 11:56:58 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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## **Description**

Preface by saying that I am no expert on constitutional law, however I believe that any entity, especially a non-government entity, that interferes and modifies the communication with a party I intend to conduct transactions with, need face considerable consequences. Comcast, perhaps without my knowledge hitherto, has been modifying, or otherwise injecting their own packets into mine and other customers' communication with other entities as of recent. What can you do to mitigate this attack of mine and my intendending correspondants' communication?

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**Ticket: # 751522 - Comcast packet injection**

**Date:** 1/13/2016 1:40:37 AM

**City/State/Zip:** Boynton Beach, Florida 33437

**Company Complaining About:** Comcast

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## **Description**

1. hijacking,
2. copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work
3. and violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain
4. I am using online banking and Comcast is hijacking a financial institution's communications.

---

**Ticket: # 751541 - Comcast Interfering with the internet**

**Date:** 1/13/2016 2:44:51 AM

**City/State/Zip:** Lake Oswego, Oregon 97035

**Company Complaining About:** Comcast

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## **Description**

What you do is file a complaint with the FCC regarding

Hijacking, copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work and violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain

---

**Ticket: # 751531 - Hacking my PC, Stealing all Personal Information, such as 3 different Credit Cards**

**Date:** 1/13/2016 2:14:59 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

My Internet has been acting up for 3 long months, I didn't save any of my passwords on the internet after I realized that my Credit Cards were being used to buy Verizon phones, amazon purchases, and calling in orders to Florida and Stockton California. Comcast has told me that they cannot see my Modem and Router and that someone is at my IP address. I noticed a Public Home, that someone had added to my email address named (b) (6). I was Told by LifeLock that my email was sold on the Black Market to many Thieves.

---

**Ticket: # 751546 - Comcast copyright infringement and violation of CFAA**

**Date:** 1/13/2016 3:02:42 AM

**City/State/Zip:** Nottingham, Maryland 21236

**Company Complaining About:** Comcast

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## **Description**

Comcast intentionally hijacks communications between a host and client by injecting a pop up that prevents further Internet use unless one purchases a new cable modem. This violates copyright, to which the websites are entitled, due to the fact that Comcast is making derivative work and redirecting and preventing access. Secondly, this violates the Computer Fraud and Abuse Act due to the communication between an intended destination and client is being breached and redirected. Comcast claims in its popup that the cable modem in use by the customer is "outdated" and the customer "may not be able to reach the full range of speeds", and wishes for them to pay to upgrade to a new modem.

---

**Ticket: # 751547 - Internet**

**Date:** 1/13/2016 3:16:14 AM

**City/State/Zip:** St. Paul, Minnesota 55102

**Company Complaining About:** Comcast

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## **Description**

Comcast interrupting my web-browsing to upsell me on a new modem? Copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work. Violation of the CFAA with respect that I and the website are the ones communicating, and they are hacking the communication chain

---

**Ticket: # 751578 - bad customer service/bad internet**

**Date:** 1/13/2016 9:12:12 AM

**City/State/Zip:** Stillman Valey, Illinois 61084

**Company Complaining About:** Comcast

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## **Description**

when i first started service had trouble with internet disconnection frequently. called and made an appt for some one to look said it would be a week before anyone came out and then someone showed up day later and messed with the line outside my house and never had the problem since. when the service man came during the next week kept saying nothing was wrong, I have a tech friend that things they were messing with my signal since i use my own modem and router. Now yesterday Comcast called to try and get me to re sign up and when i told them i wasnt gonna sign up at the current time to look for another provider and check my options the guy on phone said they are the best rated company by the fcc and when i said ive never heard that he got really snappy. Just wanted to file the complaint so maybe someone else doesnt have to go through the trouble ive had with them.

---

**Ticket: # 751618 - Internet**

**Date:** 1/13/2016 10:08:56 AM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Microsoft

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### **Description**

After leaving Microsoft's Window 10 program, Microsoft turns my computer screen black and pops up nagware every hour.



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**Ticket: # 751691 - unresolved internet issues**

**Date:** 1/13/2016 10:58:16 AM

**City/State/Zip:** Americus, Georgia 31719

**Company Complaining About:** Windstream Communications

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## **Description**

I have complained multiple times to Windstream regarding my internet, my access #(b) (6). I have horrible internet service in my area. My internet will lose service (drop) at least 20 times a day. I have called and lodged multiple complaints with no resolution. I am always told that it is the copper lines that they have not replaced in our area. They need to be fiberoptic. Why offer the service if you are not going to implement the proper equipment and lines needed? There are multiple people, like myself, who work from home and need some resolution to this problem. I have called as have others about this problem MULTIPLE times.

---

**Ticket: # 751909 - Comcast injecting data into my packets**

**Date:** 1/13/2016 12:10:53 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Comcast is injecting notices to buy a new modem from them into packets of data for other websites. It seems irrelevant which sites I am on, Comcast forces pop-up notices onto any of the websites I visit. This is the equivalent of the post office opening my mail and putting advertisements to buy more stamps inside before delivery. The CFAA was written to protect us, but now I am concerned Comcast is viewing and modifying packets of websites that may include governmental and financial banking services sites. They have also been bombarding my cell phone with automated notices trying to sell me a new modem as well. In addition, my monthly bill has changed every month and keeps increasing. My trust in Comcast is at an all time low.

---

**Ticket: # 751961 - Cancelled Account Without Customer Authorization****Date:** 1/13/2016 12:25:47 PM**City/State/Zip:** Detroit, Michigan 48221**Company Complaining About:** AT&T

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**Description**

Account Number: (b) (6)

Account Name: (b) (6)

Secondary Account Name: (b) (6)

Account Address:

(b) (6)

Detroit, MI 48221

On 1-12-2016 AT&T suspended my internet and cable services without warning or sending any notice. Clearly they think they can bully their customers and do what they want to us. When I spoke to a representative in the AT&T Corporate Office who bragged about AT&T not being regulated by anyone he then told me the person who called me from their office earlier at 12:20 pm Cancelled my entire internet and cable account because tgat is what I asked him to do but I informed him that was a LIE and I never once told anyone at AT&T to cancel anything. Also on 1-13-2016 I contacted AT&T again because my services still weren't on. I spoke to a reoresentative name Ar who said she reactivated the account yet she then gad to transfer ne to someone name (b) (6). (b) (6) then tells me I'd have to reapply for the account which I told her made absolutely no sense when I never asked for the internet or cable to be cancelled anyway.

I want both the internet and cable services restored by the end of today 1-13-2016 because it makes no sense what AT&T did to my account without me or my daughter's authorization to do so. I also want the credit for \$121.64 that was applied on my account applied to the balance that was due anyway for \$121.64 bexause there is an arrangement already on my account for \$140.00 to be paid on January 29, 2016 so my services shouldn't even have been suspended anyway. AT&T 's employees brag about not being regulated by anyone but they still don't have a right to treat customers the way they do, it's not right or fair to the customers who pay their bills rather kate or not.

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**Ticket: # 752003 - Comcast data cap**

**Date:** 1/13/2016 12:37:09 PM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 752703 - Century Link needs to be held responsible**

**Date:** 1/13/2016 4:20:31 PM

**City/State/Zip:** Gilbert, Arizona 85297

**Company Complaining About:** Centurylink

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## **Description**

For the past few months (beginning September 2015), our internet service would stop working for no apparent reason whatsoever. Our cell phones would go over the data limits, and our prism cable would "lose signal" resulting in hours upon hours of no service. Contacted Century Link and was given the run-around. On hold for more than an hour waiting to speak with a "supervisor".... Was told one would call me back within 24 hours, and that never happened.

These people are crooks. Look at their Facebook page... Nothing but complaints! They need to be held responsible for not providing their services but yet charging their customers for their services anyway.

---

**Ticket: # 753263 - I receive fake "your computer is compromised" messages**

**Date:** 1/13/2016 7:06:42 PM

**City/State/Zip:** Tucson, Arizona 85719

**Company Complaining About:** Verizon Wireless

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## **Description**

The messages interrupt my Web use. They say I need to call a certain telephone number (855-382-0270), and they appear to come from this URL: <http://smt2.ga>.

I see that other people have received these messages. My computer (Win/MS7) has protection against such junk, and I am on the Do Not Call list, but the fake messages come anyway. Verizon Wireless is my Internet provider, I do not know if they are complicit in the scam.

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**Ticket: # 753348 - Comcast Data Cap**

**Date:** 1/13/2016 8:13:37 PM

**City/State/Zip:** Atlanta, Georgia 30317

**Company Complaining About:** Comcast

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### **Description**

Comcast's data usage meter is completely inaccurate. It's not fair that they're overcharging us for terrible service, but now they're charging us for arbitrary 'overages' they can't accurately measure.

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**Ticket: # 753505 -** (b) (6)

**Date:** 1/13/2016 10:33:09 PM

**City/State/Zip:** Tomahawk, Wisconsin 54487

**Company Complaining About:** (b) (6)

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### **Description**

part of my complaint i recently contacted department of defwense pretty sad you cant get help for you and your family.....



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**Ticket: # 753558 - Dropping service**

**Date:** 1/13/2016 11:29:43 PM

**City/State/Zip:** Kittanning, Pennsylvania 16201

**Company Complaining About:** Windstream Communications

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**Description**

I can't stay in WiFi, it drops about every 10 minutes we can't even stream movies. Along with windstream adding 9.99 to my bill for a security I never agreed to

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**Ticket: # 753901 - image being blocked to send to medical provider**

**Date:** 1/14/2016 12:03:36 PM

**City/State/Zip:** Sacramento, California 95822

**Company Complaining About:** AT&T

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## **Description**

I was advise by the advice nurse to send a image of a sore that my son had in the crease of his leg so we took a picture of the sore and I attempted to send to my email but the image has been blocked because locally I am being watch by local officials. If you're asked by your medical provider to send a image of a health care problem so you can receive medical treatment no one else should be involved it is a privacy issue and a privacy complaint. I am so tired of the local polices that all tracking of all personal emails and tracking on my personal phone and how they are allow to change the physical devices in my home because they are network administrators.

---

**Ticket: # 754155 - Browsers Update**

**Date:** 1/14/2016 1:35:31 PM

**City/State/Zip:** Roosevelt, New York 11575

**Company Complaining About:** Verizon

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**Description**

Verizon or Nassau County (internet with Verizon) offer free Windows 10 Browsers update. The complete download, on my residential Verizon account, at 144 Hudson Avenue. That computer note book accepted the program. The migrate tory neighbors peeping thought the HOUSES happening to talk about it also. Notification sign are . The screen saver mode is closing in the middle of request. Other signs are graphic flashing between the changes. The first sign literally halve made be from Jr. High at Andries Hudde Jurior high school.

First date with Dead Christine on todays' msn suggest somebody other Van not music was at work on us the two 12 and 13 years children, On our walk home from Junior High in Brooklyn New York . "I wish to request anonymous on this report as other are not trying to contact me".

I wrote a report about it then and (b) (6) took the letter as I was walking home and said don't worry about that.

After leaving home the first sign are in the Roosevelt Public Library and nobody has explained the reason for extra concern. Nor has anybody explained what happened after that ion Buffalo State College. Anyway

The girl Olsen dead in Italy today may be a lo budget company working.  
I am not interest.

Windows 10 offer by Verizon should also have a box package my each customer edification and home records.

---

**Ticket: # 754310 - Internet connection**

**Date:** 1/14/2016 2:31:56 PM

**City/State/Zip:** London, Kentucky 40741

**Company Complaining About:** Windstream Communications

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### **Description**

I am always calling it seems like every other day about my internet connection at home. It never works! it is always going out we have no internet connection until I call and they have to reset it everyday!

---

**Ticket: # 754347 - WiFi signal interruption**

**Date:** 1/14/2016 2:45:42 PM

**City/State/Zip:** Vallejo, California 94590

**Company Complaining About:** Comcast

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### **Description**

Our WiFi signal is interrupted on a regular basis. There are a few days a week is it interrupted all day and almost every night we have interruption spikes. After a lease renew on the mobile devices the WiFi works for a brief period before getting interrupted again. We have changed wifi router three times and have had the same issue over 15 different devices while trouble shooting. I believe we have a short wave radio operator in the area operating outside of the approved frequency.

---

**Ticket: # 754585 - Denial of service attack**

**Date:** 1/14/2016 4:07:05 PM

**City/State/Zip:** Queens Village, New York 11429

**Company Complaining About:** Verizon

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## **Description**

While gaming online playing Xbox One, a gamer by the gamertag of Avenge Depths had sent me several messages stating to enjoy my time offline and had placed a denial of service attack on my internet connection. This had prevented me from connecting to the internet, both from my internet service provider along with my electronic devices.

---

**Ticket: # 754586 - e-mails**

**Date:** 1/14/2016 4:07:30 PM

**City/State/Zip:** Neshanic Sta, New Jersey 08853

**Company Complaining About:** Comcast

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**Description**

every day e-mails are sent to me by a company i never contact they block all attempts by me to unsubscribe

---

**Ticket: # 754969 - goTenna promotes the use of its product outside the US even though MURS is US only**

**Date:** 1/14/2016 6:42:29 PM

**City/State/Zip:** Ridgefield, Connecticut 06877

**Company Complaining About:** Gotenna (not A Broadband Issue)

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## Description

Hi,

I am alarmed that goTenna actively promotes the use of its goTenna product outside the US. I've seen pictures of users in Japan and Peru and there are possibly others on their Facebook page:

<https://www.facebook.com/goTennaInc/>

goTenna uses the MURS band which is only licensed in the US. In Japan this section of the 2m band is used for public service. I think it is irresponsible for goTenna to actively promote use of goTenna outside of the US. While it is true they can't prevent owners from taking their goTennas abroad it quite a different thing for the manufacturer to pretend it's all cool. At the very least they are engaging in false advertising, at worst they can cause harmful interference. Naive users can get into serious trouble.

Thanks for your time.

(b) (6)



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**Ticket: # 755562 - Ad volume**

**Date:** 1/15/2016 8:12:47 AM

**City/State/Zip:** Millville, New Jersey 08332

**Company Complaining About:** Comcast

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## **Description**

Pandora radio advertisements volume is 5 times the volume of the station. I had volume very low...an ad came on and was so loud it woke my baby up. This is ridiculous and not a one time occurrence...they jack the volume on their ads to be about 5 times louder than the actual station all the time. I don't think this follows fair practice or is a benefit to the consumer.

---

**Ticket: # 755134 - Possible unregistered Ham device in the neighborhood****Date:** 1/14/2016 7:54:46 PM**City/State/Zip:** Alburtis, Pennsylvania 18011**Company Complaining About:** Rcn & Service Electric

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**Description**

For 3 months myself, 4 neighbors behind me, the neighbor to my right and the two neighbors to my left have not been able to keep or even get wireless through our cable/internet providers Service Electric and RCN. RCN has instructed me to contact you of a possible Ham device that is interfering with our connections. I originally had Service Electric and they replaced my router 3 times then stating they couldn't help me. I left Service Electric and went with RCN and made them aware of the issue that has been going on since September of 2015. RCN assured me that they could fix it. However, once they came the same thing has happened. RCN told me that the other neighbors are having the same issue but not the neighbors across the street. I have contacted RCN to advise them that I did contact the FCC per their suggestion and also contacted my neighbors. You should see more complaints filed from the surrounding neighbors to resolve our issue. All the neighbors involved have the same issue also during the same time frame. All have called the service providers with no resolution. We hope you can help us as we all pay for the same service but don't get what we pay for. Also, going over our cell phone bills because our phones will not connect to our secure wireless provided by our carriers.

---

[Ticket: # 755208 - Traffic routing by isp to their ads for service.](#)

**Date:** 1/14/2016 8:30:20 PM

**City/State/Zip:** Oregon, Ohio 43616

**Company Complaining About:** Buckeye Cable

---

## Description

Buckeye Cable in Toledo Ohio had been routing my internet traffic to ads for further service from them. Often if you type an address in the address bar you will be redirected to an advertisement from buckeye cable as opposed to going to the site you had entered. Clicking on links can also trigger them to re route your traffic to and advertisement from them . Ive added 3 pictures to show the traffic is re routed and what the tracert comes up with for the ip address listed on the advertisement. You will see that the hops time out in order to hide that it is buckeye cable doing the hijacking. Doing a simple ip look up shows that it is buckeye cable as seen in the 3rd picture.

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**Ticket: # 755459 - Some one 10 years ago hacked me and no wants to kills me**

**Date:** 1/14/2016 11:54:09 PM

**City/State/Zip:** Ridgecrest, California 93555

**Company Complaining About:** AT&T

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### **Description**

After I lost my mother 10 years ago I was standing in my bathroom in Grand Junction CO and my phone took my picture and they revealed them selfs and I've been living in hell ever since. I have pictures names IP addresses I've asked for help no answers my call

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**Ticket: # 755478 - new form of slamming?**

**Date:** 1/15/2016 12:13:42 AM

**City/State/Zip:** North Bonneville, Washington 98639

**Company Complaining About:** Verizon Wireless

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## **Description**

I recently purchased second-hand a Samsung note pro tablet and, subsequently, my wife and I activated a Verizon account. We used Verizon because the Samsung happened to have been originally sold by Verizon; it had a Verizon card (sim?) in it. At the time, we thought it might be a good idea to have the ability to download apps (utilities). At home we used "screen mirroring" to send content downloaded over our in-home CenturyLink landline and DSL to our television. When Verizon notified me earlier today that my 4G data usage had reached the limit and I would be charged for overage, I was dumbstruck given that any use of the 4G was virtually nil. Upon contacting Verizon, the company's agent informed us that if we were home and the CenturyLink connection seemed weak or to weaken, the Verizon 4G service would take over, and would continue to provide the service ... all the while running up undisclosed charges. This possibility was never mentioned in Verizon's sales pitch. And in trying to complain to a person, I was repeatedly redirected to Verizon ads telling me how easy it would be for me to purchase more minutes. So, to roll it all in a ball, what Verizon is doing is taking over (interfering with) my internet services provided by CenturyLink without my permission or even knowledge, and then continuing to assess charges. Upon complaining, Verizon agreed to drop the over charges. However, as of this time, Verizon has not indicated that it is willing to refund the "setup" fee that we paid for service we didn't use and cancelled when we found out we were being charge anyways.

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**Ticket: # 755651 - My email address has been duplicated**

**Date:** 1/15/2016 10:09:47 AM

**City/State/Zip:** Sweetwater, Tennessee 37874

**Company Complaining About:** Charter

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### **Description**

I began to receive emails from 'my email address' which I did not send. I changed my password, but they continue.

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**Ticket: # 756076 - Internet not working - no resolution****Date:** 1/15/2016 1:00:31 PM**City/State/Zip:** Ft Myers, Florida 33905**Company Complaining About:** Comcast

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**Description**

My name is (b) (6), I am a current Comcast customer and my address is (b) (6). I have been a customer for over 10 years and 2 of those years have been at this address. My internet has not been working correctly for months now and despite my efforts have not been able to get Comcast to resolve the issues.

Approx 2 months ago the digital box we have in our living room quit working. My husband took it in to the local office and they replaced it. After replacing the box the picture on our tv was larger than the screen and there was no way to adjust it with the new remote. This was more of an issue as we tried to enjoy the college football season but the score was cut off on our tv. We called Comcast and they sent a technician out. He told us it was a problem with our tv. We explained that was impossible since the only factor that changed was the cable box. He couldn't find any issues with the internet and didn't make much effort to check possible causes. I asked if the modem should be replaced but he did not have any equipment on his truck. We finally just let him leave since we weren't getting anywhere.

We called again and asked for them to send someone who was not a contractor so they would have more insight and capability to fix the problem. We had someone come out and they were able to fix the cable setting that fixed the picture in our tv. After some investigation the tech said that the problem was with a split line out side of our house. The lines coming into our neighborhood have damage. He found that there have been know problems in our neighborhood and a high number of complaint calls. He did make some adjustments to our router and the wireless worked a little better.

I then got my next bill and was shocked that I was charged 39.00 for the technician coming out. He was fixing a Comcast problem not a problem I created. I was also charged a 10.00 late fee as I accidentally short paid by \$4.00. I even asked them to look back at my good payment history but they refused to remove it. I asked for a supervisor and was told one was not available but would call back within 24 hours. No one ever did.

My internet goes in and out intermittently every few minuets. This is a huge issue for me. I am a photographer and work from my home. I even work I have had to resort to paying for data and using my cell phone as a hot spot so I can upload files and I have had to pack up and goes to my mothers house to use her internet since she has Centurylink.

I finally called again on 1/11 and had to fight to get Comcast to send someone out again. They sent a technician yesterday who found that a small portion of our problem was that a code was never entered to our modem for wireless and that is why we have never been able to connect our wifi tv. The technician was helpful and checked in with the last technician and confirmed that the problem is the damaged lines coming into my neighborhood. He told me he has no way to know when they will get to fixing it and it will take some time. Additionally now my daughters cable box won't work and she has no cable in her room.

I have made made multiple calls to Comcast to get the lines fixed. I am very upset that I have been paying for service that I can't use and I can't get Comcast to repair or even give me an idea of when it will be repaired.



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[Ticket: # 756305 - Internet not working correctly](#)

**Date:** 1/15/2016 2:17:36 PM

**City/State/Zip:** Montoursville, Pennsylvania 17754

**Company Complaining About:** Verizon

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## **Description**

We are a Verizon customer and our DSL has not worked from the beginning. Numerous calls have been made over the last 3 years and nothing has changed. It is extremely slow and shuts down at least 3 times a day (that's a good day). We have to reset our modem every time. \$40 a month is alot to pay for faulty DSL.

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**Ticket: # 756541 - Spam text message**

**Date:** 1/15/2016 3:33:52 PM

**City/State/Zip:** Lewiston, New York 14092

**Company Complaining About:** Western Union

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## **Description**

I've received multiple text messages claiming to be from western union with a link that leads a login page with links that don't work and no way to opt out. They have been sent from different emails and the group message includes 50 numbers that are all in numerical sequence.

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**Ticket: # 756469 - The Lawfare Project website**

**Date:** 1/15/2016 3:08:53 PM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

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## **Description**

Previously when I tried to access "The Lawfare Project" website from Mozilla Firefox I would get pornographic websites, now when I try to access "The Lawfare Project" website from Mozilla Firefox I get a blank screen. What is going on? Please solve this problem for me. Thank you.

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**Ticket: # 766823 - COMCAST COMPLAINT UPDATE/REOPEN/REACTIVATE/OPEN NEW COMPLAINT.....**

**Date:** 1/21/2016 6:50:05 PM

**City/State/Zip:** San Francisco, California 94164

**Company Complaining About:** Comcast

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**Description**

FCC, fyi: I've tried the link below but it does not operate as advised. It links to disability complaint links.

COMCAST ACCOUNT: (b) (6) NUMBER CHANGED BY COMCAST INEXPLICABLY. PRIOR ACCOUNT NUMBER: (b) (6).  
FCC UPDATED TICKET NO: 745275 PRIOR FCC COMPLAINT NO: 117334 STILL WITHOUT ANY RESOLUTION. I'VE REPEATEDLY ASKED FCC BY PHONE AND EMAIL TO REOPEN/REACTIVATE COMPLAINTS AS NOTHING, I REPEAT, NOTHING HAS EVER BEEN DONE BY FCC WITH THE PRIOR COMPLAINTS AND NO WRITTEN RESPONSE OF ANY KIND WAS EVER RECEIVED FROM COMCAST AS SUPPOSEDLY FCC REQUIRED. I HAVE REPEATEDLY INFORMED FCC OF THIS COMPLETE FAILURE TO ACKNOWLEDGE, ADDRESS, REMEDY THE COMPLAINTS ON THE PART OF COMCAST

IN SHORT, I DON'T CARE IF THE CASE IS REOPENED, A NEW CASE OPENED, ETC., BUT MY COMPLAINT/ISSUES ARE NOT ONLY UNRESOLVED BUT COMCAST CONTINUES TO IGNORE ALL DEMANDS, FAILS TO RESOLVE THEY ARE EXTORTING MONEY FROM ME, HARASSING ME AND FAIL TO ADDRESS THE ISSUES INSTEAD SIMPLY HANGING UP ALL CALLS AFTER PROTRACTED HOLD TIMES THAT COMCAST STAFF REQUEST CLAIMING THEY WILL SEE ABOUT A RESOLUTION INSTEAD THEY PUT THE CALL ON HOLD FOR LONG PERIODS AND HANG UP. WHEN I CALL BACK AND DESCRIBE TO COMCAST STAFFERS THAT THE PRIOR CALL DISCONNECTED AND REQUEST COMCAST STAFF REVIEW NOTES FOR RESOLUTION SUPPOSEDLY PENDING IN PRIOR CALLS, I'M AGAIN PUT ON PROTRACTED HOLD TIMES AND THE CALL IS DISCONNECTED EVERY TIME. IN SHORT, THEY IGNORE ALL WRITTEN DISPUTES AND DEMANDS FOR CREDIT AND RESOLUTION, THEY ENGAGE IN UNAUTHORIZED CHARGES AND EXTORTION AND CONTINUE TO FAIL TO REMEDY KNOWN DYSFUNCTIONAL SERVICES.

FCC CALLS IT BUT I CONTINUE TO FILE REQUESTS FOR ENFORCEMENT AGAINST COMCAST AND AM NOT GETTING ANY HELP.

CON-CAST SERVICES TIME OUT, BUFFER, CRASH MY COMPUTER AND ROKU REPEATEDLY. CON-CAST CONTINUES TO BILL FOR UNAUTHORIZED AND OVER CHARGES, IGNORES ALL WRITTEN DEMANDS AND DISPUTES, ETC. IN CALLS ORIGINATED BY CON-CAST TO ME OR ME TO CON-CAST, STAFF CLAIM TO REVIEW MY COMPLAINTS AND DEMANDS FOR COMPENSATION RE: ACCOUNT, PUT ME ON PROTRACTED HOLD TIMES CLAIMING THEY WILL WORK OUT A RESOLUTION THEN HANG UP. EACH TIME I AGREE TO THE INITIAL SOLICITATION TO RECEIVE A TEXT TO REVIEW THE RESULTS OF THE CON-CAST CALL BUT CON-CAST SUSPENDS THIS ALSO AFTER HANGING UP THE CALL 15++ MINUTES INTO EACH

CALL. E.G., THEY ARE HARASSING ME, IGNORING MY DEMANDS, DISCONNECT EVERY CALL RE: ACCOUNT ISSUES AND DEMANDS. THEY ARE AGAIN DEMANDING SIGNIFICANT AMOUNTS I DO NOT OWE, FOR SERVICES NOT AS CONTRACTED FOR, THEY HAVE AS YET NEVER CHANGED THE FIFTH MODEM THAT SENIOR CON-CAST TECH SUPPORT HAS REPEATEDLY STATED NEEDS TO BE DONE AS THE FOUR PRIOR MODEMS CON-CAST INSTALLED ARE IN CONFLICT WITH MY APPLE COMPUTER THEY ADVISED. SENIOR CON-CAST TECH STAFF HAVE REPEATEDLY NOTATED MY CON-CAST ACCOUNT (WHICH I HAVE VERIFIED WITH OTHER CON-CAST STAFFERS) IDENTIFYING THE CORRECT CON-CAST MODEM THAT CON-CAST CARRIES AND SHOULD BE INSTALLED BUT NOT ONLY HAS THIS NOT BEEN DONE, BUT, THEY HAVE ENGAGED IN EXTORTION WITH UNAUTHORIZED CHARGES AND FAILED/REFUSED TO ISSUE SUBSTANTIAL CREDITS FOR DYSFUNCTIONAL/INOPERABLE SERVICES NOT AS OFFERED OR CONTRACTED FOR. THEY ILLEGALLY DISCONNECTED SERVICES IN RESPONSE TO MY SUBMISSION OF PAYMENT FOR MONTHLY CONTRACTED SERVICES THAT WERE NOT DELIVERED AND IGNORED THE ACCOMPANYING DISPUTE OF CHARGES IN EXCESS OF CONTRACTED/UNAUTHORIZED AND DYSFUNCTIONAL SERVICES.

I REPEAT, THEY IGNORE ALL WRITTEN AND VERBAL DEMANDS TO CREDIT THE BILLINGS, RESOLVE MODEM REPLACEMENT AND RENDER SERVICES AS CONTRACTED. THEY NOW SIMPLY ENGAGE IN PROTRACTED PHONE CALLS WITH EXTENSIVE HOLD TIMES THEN DISCONNECT EACH AND EVERY CALL WHETHER ORIGINATED FROM THEM TO ME OR ME TO THEM.

RESOLUTION:

1. ALL OUTSTANDING CHARGES CREDITED
2. CORRECT MODEM INSTALLED AND/OR SENT TO ME WITH EXPLICIT INSTRUCTION HOW TO INSTALL AND WITH A DIRECT PHONE NUMBER AND TECH STAFFER WHO CAN HELP/ADVISE/WALK ME THROUGH INSTALLATION
3. EIGHT MONTHS FULL SERVICE CREDIT OR
4. FULL ACCOUNT CREDIT FOR ALL MONTHS SINCE SENIOR CON-CAST TECH SUPPORT STAFF IDENTIFIED THE NECESSARY FIFTH MODEM CHANGE OUT THAT WILL SUPPOSEDLY RESOLVE THE BUFFERING, TIMING OUT, CRASHING PROBLEMS

ELECTRONIC SIGNATURE

(b) (6) JANUARY 21, 2016

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**Ticket: # 756673 - Illegal business practices**

**Date:** 1/15/2016 4:33:48 PM

**City/State/Zip:** Southport, North Carolina 28461

**Company Complaining About:** Time Warner

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### **Description**

They will not let me use my own modem because it is not on their list of approved modems. Forcibly making me purchase a modem of their choice is unfair to the consumer. I currently do not have access to internet I pay for. Putting my family at academic and financial distress. I will be filing a lawsuit.

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**Ticket: # 756945 - Time Warner Cable**

**Date:** 1/15/2016 6:06:51 PM

**City/State/Zip:** Long Island City, New York 11101

**Company Complaining About:** Time Warner

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## **Description**

The problem I'm having with Time Warner Cable is a on going for over 7 months now. I make appointments and the technicians come out and try to repair the problem. They have done everything to make sure that the issue that i am having is supposedly repaired, but low and behold I am calling again and again and again for the technicians to come back. No one can seem to know what is wrong and keep giving me different scenarios. It is very frustrated to continue to pay for services that i am not receiving, and no one seems to care about the customers problems as long as they are receiving their monies. As you know if you don't pay your bill even if your services is not working, they will cut off your cable asap. The prices for their service is ridiculous high and keep going up when the services are going down. If I was given a choice of any other cable services in my area, I would kiss Time Warner Cable GOODBYE IN A FLASH. I can say that because I know about Time Warner for over 30 years and instead of them getting better with age they are getting worse. I am a senior citizen now and all I have is my television, my phone(when it's working) and the internet(also when it's working) and it's a shame that I have to go without these things so often. My house phone is,( I have to said it like this) kinder sorter not working correctly. Some times when I make or receive a call I can hear the person but they can't hear me, so they hang up, and that is so nerve racking, especially when you are on a very important business call. some months back they change a wire saying that it was frail and they told me to buy another phone to see what would happen and I did and still the problem. I was even told by a customer service representative that it was not my house phone but everybody else phone that i was talking to. Now does that make any sense? Last but not least a new modem box was installed a few days ago and 2 days after the house phone started doing what it was doing before. I don't know what is wrong and Time Warner seems to not know also. I NEED HELP ASAP. Someone somewhere should be able to resolve this problem, and I hope it's you. This is the letter I sent out over a month ago and I have not receive any response or actions to my complaint

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**Ticket: # 757012 - internet/tv**

**Date:** 1/15/2016 6:42:50 PM

**City/State/Zip:** Columbia, South Carolina 29204

**Company Complaining About:** Time Warner

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## **Description**

I keep calling in about the internet dropping/I have to constantly powercycle. I am on my 4th modem in a year, each of which I have purchased brand new. I call in tickets and they say it is fixed but I still have the same issue and now my tv is looking bad. When it rains, it goes crazy. This is CLEARLY a line issue and I keep trying to tell them this but it is not being resolved. This is my second filed complaint.



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## Ticket: # 757126 - Suspected Neighbor Out of Compliance with Radiated Power Specs for Routers

**Date:** 1/15/2016 7:43:52 PM

**City/State/Zip:** Scottsdale, Arizona 85259

**Company Complaining About:** Suspected Neighbor With Out Of Compliance Router...

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### Description

Neighboring router signal stronger than signal physically at our router in our home. Causing inability to get on line with computers, phones, tablets, tv, etc...Their signal strength is tremendous swamping all of our wireless communications. We need help...

Name of offending router is DB5393. It is a WPA2-PSK. Radio type 802.11n .

I have worked with our provider (Cox) and done everything possible in software protocols to over ride interference. I have been trying to get in touch with the suspected neighbor, however they are rarely at home.

I am retired now, but my career was in resolving RF Interference issues. The neighboring transmitter is out of compliance.

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**Ticket:** # [757325](#) - [adnet.com](#)

**Date:** 1/15/2016 10:08:36 PM

**City/State/Zip:** Sault Sainte Marie, Michigan 49783

**Company Complaining About:** Shaw

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## **Description**

I repeatedly unsubscribe from adnet.com spamming email lists and complain to them, yet they continue to sign me up again. No amount of unsubscribing or filing complaints through their system works.

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**Ticket: # 760692 - Text Message Spam**

**Date:** 1/19/2016 9:02:33 AM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Comcast

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**Description**

Received Text Spam at 3:20AM. SunTrust ID user 3057662555 URGENT notice. Call us : (877) 331-0374.

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**Ticket: # 757625 - Violation of CAN-SPAM Act**

**Date:** 1/16/2016 12:07:32 PM

**City/State/Zip:** Egg Harbor Township, New Jersey 08234

**Company Complaining About:** Comcast

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**Description**

I receive unsolicited emails from:

<http://americanactionnews.com/>

which contains an unsubscribe link like:

<http://ifsrvr.com/ga/unsubscribe/2-217326221-1389-129082-275928-349aaf3afea88e6-6b019e907b>

However, when you use that link, the form that allows you to opt out of future emails only displays for a fraction of a second before automatically forwarding you to their main page, which seems to violate the "operable" part of the Unsubscribe Compliance provision:

A visible and operable unsubscribe mechanism is present in all emails.

Thank you for your time.

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**Ticket: # 758351 - Spotty internet service from Direct TV**

**Date:** 1/17/2016 7:15:46 AM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Directv

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### **Description**

My internet is intermittently slow or stops completely. Direct TV is the provider, but cannot seem to do anything about this.

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**Ticket: # 758376 - Comcast Internet & phone**

**Date:** 1/17/2016 10:06:42 AM

**City/State/Zip:** Brick, New Jersey 08724

**Company Complaining About:** Comcast

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## **Description**

Ever since we moved to our new address July of 2014 we have had nothing but issues with comcast. Our phone has worked for maybe a total of a few months. Internet WiFi goes in & out constantly causing our cell phones & tablets to eat up our data which had cost my parents a lot of money with our service provider Verizon. It's to the point where we are feeling like these companies work together to get more money out of people. Since we have been here we have had at least 3 different routers installed by comcast. The most recent person informed us that the last person that installed a router for us had two different WiFi lines so he told us that the Internet would bounce between the two & cause us to have to use our data. That router had been here the longest. We should be credited for all that time since a) it was installed improperly & b) we used our data the majority of the time & had to pay a larger Verizon bill because of it. I am in Tennessee right now so I am giving you my mother's number so you may speak with her on my behalf. She also lives at the house, (b) [REDACTED]. Or my stepfather, (b) (6) [REDACTED]. Thank you for your anticipated assistance in this matter. (6)

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**Ticket: # 758484 - Comcast throttling bandwidth and gaming speed tests**

**Date:** 1/17/2016 2:25:58 PM

**City/State/Zip:** Davie, Florida 33325-4877

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling bandwidth without customer notification. If you run a speedtest via speedtest.net, throttling is removed for the duration of the test and a few minutes there after and then throttling is applied again. They are clearly engaged in deceptive practices

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**Ticket: # 758547 - question**

**Date:** 1/17/2016 3:53:52 PM

**City/State/Zip:** Sheridan, Texas 77475

**Company Complaining About:** Don't Know

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## **Description**

We live at an RV PARK . The park provides the internet . There are people in site three that keeps turn it on and off when ever they want too. The one who was just seen turning it on is (b) (6) .... We like to know what can be done about this... Yes the own has been told about this...We have been with out internet for over a week ... They do this all the time...And as been told the manager of the park ...



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**Ticket: # 758649 - Internet service constant interruptions**

**Date:** 1/17/2016 5:54:28 PM

**City/State/Zip:** Brandywine, Maryland 20613

**Company Complaining About:** Comcast

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## **Description**

Told several times by different customer service representatives my modem was bad and the reason I had poor connection. After purchasing a new modem and internet connector and paying an Information Technology company to install. Contacted Comcast several times complaining the service was still intermittent. They sent a technician out last week he said my modem was fine, my wiring in the house was fine the problem was a connector from their wiring. He also checked the connection from the post. Problem was not resolved. Again today I called they are sending another technician out. Extremely poor customer service, bad connectivity, and they are very unknowledgeable of solving the problems. This has been going on for months.

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**Ticket: # 758660 - Metro PC**

**Date:** 1/17/2016 6:22:18 PM

**City/State/Zip:** Lexington, North Carolina 27295

**Company Complaining About:** Metropcs

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## **Description**

Since I have no contract, it's my word against Metro. I wasn't having problems until I wanted Netflix. Then even other sites during different hours of the day are so slow it's way to frustrating to even try. I have called to resolve the problem several times once two days after paying my bill and being promised another plan more expensive with 6 gigs of data and still so slowe I can read, watch netflix everything is difficult. Any help would be appreciated. (b) (6) account number for Metro is

(b) (6)

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**Ticket: # 758869 - Ongoing service Issue****Date:** 1/17/2016 11:52:18 PM**City/State/Zip:** Sacramento, California 95823**Company Complaining About:** Comcast

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**Description**

For one year, I was paying for Comcast's High Speed Internet Blast package from October 2014 to October 2015. After my promotion ended, I started having really bad internet issues for 2 months. I was still paying for their Blast package but getting internet speeds around 20-30 mbps or having disconnects throughout the day. I had a technician come out and replace the line at the TAP. That ended up making it worst. I chat with numerous Customer Reps and even had 4 technicians come out who were not able to resolve the issue. The first technician said it was my modem and swapped it. I stated with the Reps that it wasn't my modem as for 1 year, I was getting the speed I was paying for. I exchanged the modem with a standalone at a Comcast Center. My internet speeds did not change. A couple of days goes by, I ask to have another technician come out. This time, the technician 'checked' the lines, replaced things that didn't need to be replaced and swapped my modem again without my acknowledgement. He didn't even make sure I was getting the right speeds or if my internet was even working properly. That same day, I put in another request to have a technician come out. They sent the same technician the following day. When the technician arrived, he was irritated and told me that this takes a performance hit on him because it shows he didn't solve the issue. I stated that he didn't. So he checked somethings again, ran tests, and told me everything was 'green' on their side and showed it to me. I told the technician that if everything was good as he says, how come the speed I am paying for, I am not getting. He blamed my equipment. He left me his supervisors number and told me to call that number in 3 days and that someone would be giving me a call as well. I have never received that call from anyone regarding a resolution. A few days goes by and I requested a network technician to come out and check the lines itself. I asked if my lines were being filtered. He said it wasn't. He said something about Comcast's nodes and that they would be sending a maintenance team. I never heard from this maintenance team. I decided to check my bill and it showed me still being charged for the past 2 months for Blast. I had to dispute it with several reps and all they did was credit me 20 dollars, twice. I asked they charged me for getting only 30 mbps, and they just ignored me. Come to find out, I was charged 70 dollars as well for having a technician come out, who did nothing, and just left. I know for sure it isn't the lines, my modem, router, or pc. I ran tests myself. I hooked up their modem to the tap on my driveway and I was still getting 30 mbps. I told the technicians all of this, and they just shrugged me off. I had to make numerous calls to have some of these charges waived. I decided as a last test, let me change account holder. I canceled my brother's account with Comcast and signed up under my name. I opted for their 150 mbps 1 year agreement deal. I get home, plug in the modem with a direct line to my pc. I go through the process of activating the modem. I run a speed test. Still shows 30. I couldn't believe it. I have asked them numerous times what the ETA was on for them fixing this issues and all reps ignored me or transfer me to different departments. I will probably end up canceling my 1 year agreement and switch over to ATT as a last resort.

---

**Ticket: # 758916 - Comcast Continues to Disappoint**

**Date:** 1/18/2016 1:02:05 AM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** Comcast

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**Description**

Well, this is my second complaint now in the span of less than 2 months.

A month or so ago, there was an outage in the area, and it was supposed to be fixed by some time in the afternoon the next day. It was supposedly fixed, according to Comcast, except now, like clockwork, there is extreme instability, much like on the night of the original outage (some time around 11pm-3am EST-5).

Upon mentioning this to Comcast reps, they merely treated it as if it had to be an issue with my equipment (because they aren't trained to address many other possibilities).

I had had an appointment set up by a rep regarding my previous complaint, and am still waiting, a few weeks after the scheduled date and time (the reason for the complaint was Comcast throttling my upload speed when streaming, which was proven by my previous screenshots, despite what the rep tried to tell me when talking down to me as if I didn't know how an internet connection works).

Apparently, something wasn't done correctly, or someone didn't do their job right, because the issue is obviously still there, and I'm still paying a ridiculous amount for premium internet service that I am NOT getting.

This is getting old. I know I'm probably getting annoying. So are the issues, and so is paying hard-earned money for shoddy service and being talked down to.

Time to start getting the town together to try and put through a municipal fiber service.

My account number can be found on my previous ticket (Ticket No. 692725).

Thank you.

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**Ticket: # 760299 - Comcast Service****Date:** 1/18/2016 7:44:36 PM**City/State/Zip:** Colorado Springs, Colorado 80916**Company Complaining About:** Comcast

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**Description**

Comcast service doesn't work. Techs come out to fix, and it does nothing to help. Our security system does not work, and hasn't since it was installed, and we're still charged for it. We cannot leave Comcast because they will charge us \$1,500 to leave. My husband is 100% medically retired and disabled through the US Army, and he relies on me to handle these things so he doesn't have to be needlessly stressed out. At this point, we are all stressed out - and it's over TV, Internet, and security systems. Pretty ridiculous - but I need Comcast to refund the extra payment they took and fix our equipment, or allow us to leave and go with someone else without paying a disconnect fee. At this point I am seeking legal action against them for the emotional and mental anguish, financially speaking, that they have put us through. I have missed work to be home for their techs, and we have simply put up with too much now. Thank you for your help.

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**Ticket: # 760416 - ATT Servers (inbound/and outbound)**

**Date:** 1/18/2016 9:09:14 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** AT&T

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## **Description**

ATT email settings for email client are incorrect to my account server settings

(<https://www.att.com/esupport/article.html#!/email-support/KM1010491>)

(<https://www.att.com/esupport/article.html#!/dial-up/KM1010523>)

Their tech-support keeps routing my support call to the Philippines, where they seem not to understand why the server settings for my acct are is not authenticating. (162-232-202-239.lightspeed.irvnca.sbcglobal.net) error auth012

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**Ticket: # 760474 - Comcast Data Caps/Bandwidth throttling****Date:** 1/18/2016 10:11:37 PM**City/State/Zip:** Auburn, Georgia 30011**Company Complaining About:** Comcast

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**Description**

Sick of Comcast's greedy service methods. As long as the infrastructure exists, the internet is an infinite public utility. I live in an area that was unfortunately chosen to be Comcast's experiment for data caps. Why is there a cap for something that is limitless and simple to provide? When I first chose Comcast as my ISP there weren't any data caps. How can they force data caps on me when that was never a part of the agreement. There should be a way to opt out. If it is an experiment, why can they charge me more money when I exceed the cap? I shouldn't have to pay more money when I am forced into this money grabbing experiment. Even if caps were necessary, I shouldn't have to pay anything for going over until after its experimental phase and Comcast makes it official in their terms.

Another issue is that when you do exceed the data cap, Comcast throttles the bandwidth.

And unfortunately there isn't a better alternative for my area. There are other providers, but in terms of price to speed Comcast is sadly the best option.

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**Ticket: # 760494 - Probable Fraudulent E-Mail Allegedly from I.R.S.**

**Date:** 1/18/2016 10:24:20 PM

**City/State/Zip:** Windsor, California 95492

**Company Complaining About:** AT&T

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## **Description**

I received an e-mail a couple of days ago allegedly from the I.R.S. telling me I had to contact them immediately with all my Internet information as there was an issue with undisclosed past tax returns and my current return. I have not yet filed my current tax return and do not plan on doing so for at least another few weeks.

I am a retired fraud investigator with the State of California who has worked with both the I.R.S. and your agency in the past and do not believe this is a request (demand) actually from the I.R.S. I have not deleted the e-mail yet but plan on doing so in 7-10 days.

Please keep me informed and count on my full cooperation in resolving this issue.

(b) (6)



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**Ticket: # 760532 - unacceptable DSL service by Verizon**

**Date:** 1/18/2016 11:21:49 PM

**City/State/Zip:** Alexandria, Virginia 22309

**Company Complaining About:** Verizon

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**Description**

I have been using DSL by Verizon for more than a year.

internet is constantly dropping and had numerous technician to address the problem by rewiring from central office to my direct lines and changing many modems. I am a small business owner who rely on the internet connection for my business as well as for my clients.

Few of the technicians have informed me that cause of the inferior connection is due to the old copper issue which is not going to improve because Verizon is not investing any more fund to that concern.

If this is the case, Verizon should not be allow to have permit to service in my area instead they are consuming monthly internet fees but not servicing quality service which sounds like a fraudulent business practice.

I have event sent certified letter to the CEO (b) (6) in NY.

One of the supervisor called me from the corporate office reassuring me that they will take care of the issue but did not even get a call from the technician until I called back. If CEO letter or calling the VA commissioner does not get any reaction to help the consumer, then they should be disciplined by government. Please contact them to see if there is a possibility to correct this major inferior service.

Lastly, I am the president of my business condominium, come to find out that about 80 percent has gone with the Cox because of the terrible connection by Verizon.

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## **Ticket: # 760608 - Comcast unable to fix issues, Internet disconnects and speeds much lower than advertised**

**Date:** 1/19/2016 12:48:37 AM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** Comcast

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### **Description**

For the past month at least, Comcast in south San Jose, CA has been suffering from horrible packet loss and other throughput and connectivity issues. I have spent time and money fruitlessly on a new modem and troubleshooting, in the Comcast helpdesk (who just read from a script instead of being able to solve the problem). Comcast technician has visited to confirm cable connection is OK, yet the problems remain. I have extensively investigated and verified that equipment in the house is not a problem. Problem exists in 5 different computers and across operating systems. It seems that Comcast is either intentionally and severely throttling the connection in the evenings by throwing packets away, or their network equipment is faulty / too congested in this neighborhood. When the connection works, I can reach the advertised 150Mbps speed, but when it doesn't, the speeds often drop to below 5Mbps (in both comcasts and independent speed tests). Very often downloads do not work at all due to the severeness of packet loss.

Here is an example from today, 1/18/2015 @ 8:20-8:45pm PST:

1. Ping local modem 50 times, responds 100% of the time (OK):

```
$ ping -q -c 50 192.168.100.1
```

```
PING 192.168.100.1 (192.168.100.1) 56(84) bytes of data.
```

```
--- 192.168.100.1 ping statistics ---
```

```
50 packets transmitted, 50 received, 0% packet loss, time 49062ms
```

```
rtt min/avg/max/mdev = 2.039/6.691/17.758/3.540 ms
```

2. Ping first Comcast IP, again 50 times, SEVERE (36%) packet loss (NOT OK!):

```
$ ping -q 24.6.160.1 -c 50
```

```
PING 24.6.160.1 (24.6.160.1) 56(84) bytes of data.
```

```
--- 24.6.160.1 ping statistics ---
```

```
50 packets transmitted, 32 received, 36% packet loss, time 49141ms
```

```
rtt min/avg/max/mdev = 10.000/28.473/179.619/32.899 ms
```

3. Ping Google DNS, again severe packet loss due to first comcast node dropping the packets:

```
$ ping -q -c 50 8.8.8.8
```

```
PING 8.8.8.8 (8.8.8.8) 56(84) bytes of data.
```

```
--- 8.8.8.8 ping statistics ---
```

```
50 packets transmitted, 39 received, 22% packet loss, time 49111ms
```

```
rtt min/avg/max/mdev = 14.691/23.576/39.337/6.365 ms
```

Speed test result at the same time: 20Mbps out of advertised 150Mbps. Often times the connectivity is so poor that a speed test does not even go through due to dropped packets.

I hold an MSc in computer science and have worked for a well known telecommunications company for the past 18 years. This just that, I \*do\* actually know how the Internet is supposed to work. I also need Internet for work and Comcast putting the blame solely on the consumer leaves me with no more options or tools to try and solve this problem (besides trying to move somewhere with Google Fiber or other competition offering). This level of service is totally unacceptable, especially given the ridiculously high cost of the effectively non-working connection. Comcast has a monopoly in this area since all the alternatives are <5Mbps connections so Comcast has no incentive to even improve their service.

Hoping FCC can finally step in and do something about these monopolies. Everybody here in the silicon valley is literally begging google to install their fiber service as fast as possible to finally get rid of these old massive cable monopolies who have no interest in serving their customers.

Thank you

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**Ticket: # 760624 - Twitter account support team has my account set so that I cannot remove saved searches**

**Date:** 1/19/2016 1:37:47 AM

**City/State/Zip:** Sfs, California 90670

**Company Complaining About:** Twitter.com

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## **Description**

I have a Twitter account mymusicriiffs and when I search eaglestheband I am not given to top portions of the screen called a header to follow if I want, also someone saved kiss on my account and I followed instructions to remove it by going to the search bar and press the > because there is no x to remove it. I have gone on chrome ,Safari and the Twitter app and there is no x to remove saved searches.

---

**Ticket: # 760771 - comcast**

**Date:** 1/19/2016 10:30:24 AM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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## **Description**

comcast internet is always and forever going down multiple times a day, three times this morning since i have been awake, and at least eight times in the past 6 days. This is completely unacceptable for a supposed professional communications provider

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**Ticket: # 760882 - Possible unregistered Ham device in the neighborhood****Date:** 1/19/2016 11:15:48 AM**City/State/Zip:** Alburtis, Pennsylvania 18011**Company Complaining About:** Rcn & Service Electric

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**Description**

For 3 months myself, 4 neighbors behind me, the neighbor to my right and the two neighbors to my left have not been able to keep or even get wireless through our cable/internet providers Service Electric and RCN. RCN has instructed me to contact you of a possible Ham device that is interfering with our connections. I originally had Service Electric and they replaced my router 3 times then stating they couldn't help me. I left Service Electric and went with RCN and made them aware of the issue that has been going on since September of 2015. RCN assured me that they could fix it. However, once they came the same thing has happened. RCN told me that the other neighbors are having the same issue but not the neighbors across the street. I have contacted RCN to advise them that I did contact the FCC per their suggestion and also contacted my neighbors. You should see more complaints filed from the surrounding neighbors to resolve our issue. All the neighbors involved have the same issue also during the same time frame. All have called the service providers with no resolution. We hope you can help us as we all pay for the same service but don't get what we pay for. Also, going over our cell phone bills because our phones will not connect to our secure wireless provided by our carriers.

---

**Ticket: # 761275 - Cable service**

**Date:** 1/19/2016 1:33:33 PM

**City/State/Zip:** Maplewood, Minnesota 55119

**Company Complaining About:** Comcast

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### **Description**

Neighbors had told me that unidentified male going up pole, when I looked it seems I have a double look on my pole. Also, phone, computers and cable have strange messages on the screens. I believe my service is tampered with and would like someone to check on what is going on.

---

**Ticket: # 761324 - Comcast internet overage charges****Date:** 1/19/2016 1:44:26 PM**City/State/Zip:** Brookhaven, Georgia 30319**Company Complaining About:** Comcast

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**Description**

I would request FCC to put a stop to these data overage charges from Comcast. There are completely outrageous and the only reason they are able to do it because they have a duopoly between Comcast and AT&T in Atlanta. There is no real competition. For real competition there should be atleast 5 service providers in an area that will keep it purely free market. As this is a regulated industry I would request FCC to please put price caps on these essential services. Today everything runs on the internet, voice, video, data, content and now with connected homes the internet should be a essential protected infrastructure service. Service providers should not be able to abuse their monopolistic/duopolistic presence to undermine the potential for improvement in quality of life. Change is a certainty and we the people look to FCC to protect the people from purely profit driven organizations.



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**Ticket: # 761355 - inconsistent connection**

**Date:** 1/19/2016 1:49:58 PM

**City/State/Zip:** Mead, Oklahoma 73449-6421

**Company Complaining About:** Rise Broadband

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## **Description**

i've been with this company sense there original company.

totalnet.us to Rhino Communications to them joining Jeb Wireless

and now the new name "Rise BroadBand.

in my area, Cardinal Glass Tower has some issues with coverage,

but they still have customer on it. "other local family members with same problem"

random disconnects. high ping spikes.

all they say anymore. there isn't a different tower you can access, and its the trees or \_\_\_\_\_.

the only other option for internet in my are is "Cell - useless and satellite - useless" as these services have so low bandwidth thresholds.

with steam and video streaming services i'm stuck with this company

i quit calling as there isn't anything the phone support can do.

the company has to spend money on the infrastructure to fix this problem.

i don't expect anything to be done about it at this time.

nor do i want compensation. i just wanted my issue to be noted

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**Ticket: # 761421 - Internet and phone issues****Date:** 1/19/2016 2:15:34 PM**City/State/Zip:** Decatur, Georgia 30034**Company Complaining About:** Comcast

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**Description**

I have been going through issues with Comcast since around December 22, 2015. Today 1/19/2016 will make the 8th tech to come out to the house thus far. I have complained to them consistently on a daily basis since then explaining to them my services worked fine up until then and my services are urgently needed because I work from home. I explained to them from the time I got services through them this was the purpose of it. Each call I have had to completely explain my situation, encountering at some points some very rude customer service representatives and even had one of their disposition supervisors to tell me to go to the library and work and asked what did I want him to do I have had one of their representatives after I asked for a supervisor to tell me they can pretend to be a supervisor and do the same job a supervisor can. The stress I have been under has been extreme because this is affecting my job literally as I am on the verge of losing my job at this point. I have stressed the importance of my services being fixed over and over and over again. I have literally been in tears as I have bills and children to take care of have not been able to work because the connections keeps dropping and as I was getting before I must a steady connection while working in a remote desktop. Comcast has failed me continuously since last month on this. Going on week now. My job has done as much as they can do to keep my job. I have contacted corporate as well, they have had another tech come out but the issue has not been resolved. They continue to show my modem online and some have even said they can not find the modem online when I call in. I had a tech to call me on Friday evening and say they were monitoring the modem and show it had no drops but in fact it did because on their side it appears my modem is in the green but it is not. About 10minutes after he called I had no internet service period from 6:30pm that evening until the next day. When the tech got here Saturday morning it was in awe because his equipment showed no issues with my modem or services but he was able to see with his own eyes I had no service at all, period! I took pictures of this. He then showed me that so many people in the area are in the red and I am in the green and this may be causing the intermittent issues. I would like something done as this is not fair to me at all. I trusted Comcast. I do not know how I am going to pay anything at this point because I have not been able to work and 7 times I have been told they would even credit the account. This is unreal and I want something done about this. They have caused me my job come Thursday if I can not resume back to work starting tomorrow it goes into written and then termination by Thursday. I am a single mother. this is unreal. Even today the services have been slow. This is horrible!!

---

**Ticket: # 761655 - Comcast**

**Date:** 1/19/2016 3:27:30 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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### **Description**

My wireless connection has been out more then working in the last twelve months. Comcast continues to give me the run around but never solves real issue. I spend on average 3 to 5 hours a week trying to get issues resolved to no avail. Please help me get this issue resolved. I know all my neighbors hate Comcast but unfortunately we are stuck with this long term contract.

---

**Ticket: # 762514 - Paid Internet/internet down since Thursday**

**Date:** 1/19/2016 9:16:17 PM

**City/State/Zip:** Memphis, Tennessee 38112

**Company Complaining About:** Comcast

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### **Description**

I have contacted Comcast regarding internet service, I was told that the Internet would be down and a technician would be out to service outage. I have been told several things, first a technician would be out between the hours of 10-2 and they never showed up, I called back and was told that a technician would be out between the hours of 10-8, I tried calling back to check the status and I have been hung up on even by a supervisor at Comcast,

I have paid what I was billed for each month and now I have received a \$300 + bill and I just paid \$164 on the 10th of January. I have been round and round with Comcast to no avail.

---

**Ticket: # 764345 - SSID Malicious\rogue**

**Date:** 1/20/2016 5:43:54 PM

**City/State/Zip:** Homewood, Illinois 60430

**Company Complaining About:** Comcast

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### **Description**

Multiple WIFI SSIDs at my location. I realize I'm in a building but these seem rouge. My wifi connection is terrible. I have changed channels routers etc. can you please investigate. If you need Mac address please let me know.

Thank you,

(b) (6)

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**Ticket: # 762906 - Persistent issues that Comcast won't fix**

**Date:** 1/20/2016 10:44:28 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48304

**Company Complaining About:** Comcast

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## **Description**

We've been having issues with intermittent packetloss and huge pings at least once per day. Comcast alternates between claiming they aren't seeing the problem and sending techs out who either don't do anything or what they do doesn't work, with the problem reappearing the next day.

This has been going on for over a year now, and Comcast hasn't fixed the problem nor given even temporary relief. We're paying for so-called 'Business Class' service and it is negatively impacting the business.

We would have switched to another ISP but there isn't one in our building! This is incredibly frustrating.

---

**Ticket: # 762971 - LTE-U in 5ghz Wi-Fi Spectrum**

**Date:** 1/20/2016 11:21:25 AM

**City/State/Zip:** Charlotte, North Carolina 28277

**Company Complaining About:** All Industries Deploying Lte-u In The Usa In 5ghz

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## **Description**

LTE-U is a protocol that does not allow for coexistence with current 802.11 5ghz standards and as such endangers patient safety in hospitals where Wi-Fi has become a mission critical IP transportation medium. Critical care applications such as infusion pumps, pulse oximeters, and telemetry from ICU critical care patients determine the safety and efficiency of treatment. LTE-U is a direct threat to billions of dollars of investment made by hospitals for over ten years. Allowing the use of unlicensed spectrum by a protocol that was only designed for licensed space and is a danger and a violation of the long standing "good neighbor" policy. If this is allowed to evolve widespread, we will see patient deaths and injuries as a result.

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**Ticket: # 763524 - AT&T internet**

**Date:** 1/20/2016 1:58:12 PM

**City/State/Zip:** Houston, Texas 77095

**Company Complaining About:** AT&T

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### **Description**

changed from AT&T to Direct TV 12/26/2015 & while they were making change internally I've lost my internet service. Have spoken with numerous reps & had numerous techs out & can't seem to find solution. Doesn't show my account # as active but getting billed from both



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**Ticket: # 764813 - Service is not what we pay for**

**Date:** 1/20/2016 9:21:18 PM

**City/State/Zip:** Boscobel, Wisconsin 53805

**Company Complaining About:** Mediacom

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### **Description**

Our internet is out all the time, when the techs come they never find anything wrong but blame it on our TV, or phone, ps3. Its never thier stuff. They don't have good customer service and they won't give you anything off your bill. I am so sick of dealing with this and they don't seem to care. We are hard wired to the modem on our ps3 and we still loose signal and all they can say oh that does not make sense. Yet again our internet is out but we will have to pay.

---

**Ticket: # 764835 - Comcast internet has been awful past 2 months**

**Date:** 1/20/2016 9:39:51 PM

**City/State/Zip:** Romeoville, Illinois 60446

**Company Complaining About:** Comcast

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## **Description**

I have had very poor internet service since the end of november and despite numerous chats and technician schedulings the issue has yet to be resolved. I posted in their forums to receive no response from comcast however have received several responses from other people in this area having the same issue as me. I have numerous screenshots and proof of issues and have attached a few of them. All of them can be found in the forum post

<http://forums.xfinity.com/t5/Basic-Internet-Connectivity-And/Frequent-lag-spikes-jitter-in-online-games-ongoing-for-a-few/td-p/2674362>

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**Ticket: # 764981 - Charlottesville Comcast Internet Connection Issues**

**Date:** 1/20/2016 11:39:27 PM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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**Description**

Been having problems every winter in Charlottesville with the Comcast internet. We replaced our modem/router last year in October after Comcast advised us to, and now we're having issues again in January when I need to use the internet for work. A tech came out 1/17 and said the issue was on Comcast's end further down the line, and he would escalate the ticket. They said to call back in 3 days if we hadn't heard from them.

Now on 1/20, 3 days has passed and no call back, so they changed their statement and said that they are dropping the entire ticket and making us start all over again on Friday because the last technician didn't escalate the issue. We just have to start all over again. There's also a big snow on Friday, so I absolutely need the internet to be working for home use in order to call customers, and I'm going to be having work calls dropped all day long because of this.

Our connection is only getting worse as well.

No way to contact the technician, or maintenance, or Comcast taking responsibility for the issue that is a problem with their own cables. They're really giving us the proper work around to hope we'll give up, and it's really unacceptable customer service behavior. It would have been one thing to take awhile to fix the initial issue, which is fine, but making us start from the beginning is absolutely aggravating and only delays resolution of the issue by another week.

As long as this issue continues, we also aren't even getting 1/3rd of the speed that we are paying for, so we'll definitely be calling tomorrow to reduce the monthly payment, as well.

Can't wait for Ting to come out here to give them some competition to stop doing this to customers. It's really disrespectful.

---

**Ticket: # 765132 - Interference / Privacy / Harassment**

**Date:** 1/21/2016 7:01:24 AM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Google

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## **Description**

I believe Google has permitted access to my private information, including health information, to unauthorized persons. I further believe Google has caused interference with my web access or permitted such, thus causing and allowing constant harassment and abuse.

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**Ticket: # 770534 - Microsoft**

**Date:** 1/24/2016 6:40:26 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Microsoft

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## **Description**

Microsoft is blocking me from using other search engines and will not let me use my key board or mouse while I am using those search engines.

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**Ticket: # 773993 - NO SERVICE/SERVICE REFUSED**

**Date:** 1/26/2016 1:56:00 PM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## Description

(b) (6)

Jan-13-16

(b) (6)

NASHVILLE, TN

(b) (6)

## INCIDENT REPORT

I ordered a new economy service back in October or November. I was given a account while they sent the self installation kit. When attempted, the service failed to connect even though the entire apartment was previously wired and had had previous service. Several more weeks passed. I was then told they could not find my account. After various re-attempts to began service, and in excess of a month they tell me they have finally found the account under another another old system. Again I was placed on hold this time for three and a half hours while they transferred me from one operator to the next. There were several other times when I was transferred around within the system for hours only to be disconnected or sent back to the original source. Only after several months and many conversations I was told the address was NOT serviceable. If I am the brunt of some joke I am not amused. This runaround has taken place over a period of four months. All this while I have been denied access to the internet. My acclimated telephone time exceeds eight hours. Being a disabled senior citizen the telephone charges are also excessive. Access to the internet is a fundamental Human right and by denying this they are in violation of these Civil as well as Human rights. I expect to make this complaint to the Federal Trade Commission as well as to the Federal Communications commission and others. You people have been getting away with Civil Rights violations for years. I intend to secure an attorney with either the F.C.C. or F.T.A. likewise as a Civil Rights violation I expect to require everyone I contacted and the entire chain of command to be presented in court for each motion and court appearance. Likewise I have began filing grievance and complaints against this entire company. This is outrageous incompetence, perhaps a jury will give me compensation Likewise I am contacting each of the corporate board members in Philadelphia. In addition to filing complaints with the .F.T.C. and the F..C.C. as well. If I must file a F.O.I.A. and an audit to get the information I expect to require the persons contacted to be required to face the Federal prosecutor. I will, in the future do all within my power to halt the grip Comcast has on the internet. These corporate villains and puppets need to be driven from doing any further business under any circumstance as they all seem vastly much too incompetent to control such a valuable resource as the internet. Please assign me an attorney so I can began legal remedy.

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**Ticket: # 765246 - Service problem--lack of response by Comcast****Date:** 1/21/2016 10:18:17 AM**City/State/Zip:** Boca Raton, Florida 33434**Company Complaining About:** Comcast

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**Description**

I cannot get access to a specific AICPA website (Event.on24.com) to take training. It worked for a while but suddenly stopped. When I go over to my next door neighbor who uses AT&T I get right through with no problem. This problem has existed for over two weeks. Have talked to Comcast numerous times. One of their technicians did a tracer on my signal and determined that it was being blocked by Level Three Communications in Denver. The tech suggested I contact Level Three but I explained to them I have no relationship with the company. They were supposed to contact Level Three Communications but have done nothing. They gave me a ticket number which is CR 548199893. I asked if someone would contact me about the issue and they said I could only call back and go through their normal customer service line which is tedious and not helpful. No one seems to know the status of this job. There is a Comcast person in our development who I contacted but she could do nothing and could not even determine the status of the ticket. Thus far I have missed out on over 20 hours of training which I need for my certification as a CPA. In the past two weeks I have spent over 20 hours on the phone with them. Please help.

---

**Ticket: # 765646 - No service**

**Date:** 1/21/2016 1:09:13 PM

**City/State/Zip:** Brooklyn, New York 11214

**Company Complaining About:** Verizon Wireless

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### **Description**

No internet service for more than a day. Plus I do not need so called upgraded service that I will never need. I just need basic service, not for a business or for streaming videos. I do not like having sales representatives come to my door several times a week with pressure tactics then only to pay more for my bill. I also don't need fios for my tv.



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**Ticket: # 765729 - interent**

**Date:** 1/21/2016 1:32:32 PM

**City/State/Zip:** Presidio, Texas 79845

**Company Complaining About:** Big Bend Telephone

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## **Description**

The internet only works for wireless connection. It does not connect for phone service inside of the house. Nor can I connect the dish and use dish on demand. I have internet service until 9 p.m. on a good night. I have reported this issue with the Big Bend Telephone service with no resolve.

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**Ticket: # 765803 - intermittent connectivity issues****Date:** 1/21/2016 1:55:43 PM**City/State/Zip:** North Aurora, Illinois 60542**Company Complaining About:** Comcast

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**Description**

Comcast is the issue. briefly. I called Comcast because I am experiencing intermittent connectivity issues with my internet. I spent 6 1/2 hours talking to different representatives in one day trying to resolve my issue. finally reps said a technician needed to come over. 6 missed or extremely late appointments later, with time out of work and issue still not resolved. latest technician that came said I needed to contact my neighbor to have tree moved before my internet could be properly fixed. initial install of internet was to run an exposed coaxial cable from my house to neighbors house along the ground. 2 months later new technician stated this was run incorrectly and do install correctly wire from my house needed to be run directly to pole. in order to run to pole I need to contact neighbor to remove his tree before line can be run. I have attached chat sessions with Comcast for reference

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[Ticket: # 765899 - Internet going down every 30 minutes...](#)

**Date:** 1/21/2016 2:23:43 PM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## Description

For over a year my internet have been about once every 30 minutes to an hour... This is due to Comcast re-sending a refresh signal over and over again. Every time I call in about it a representative tries to get me to rent one of their modems. I own my modem.

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**Ticket: # 766086 - Comcast not assisting with wifi**

**Date:** 1/21/2016 3:10:28 PM

**City/State/Zip:** Springfield, Massachusetts 01229

**Company Complaining About:** Comcast

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## **Description**

For just about 2 1/2 years now (since myself and my fiancée moved into this house) we have had major issues with our Comcast wifi connection.

We do not use cables because 1. Most of our devices are portable, and 2. The devices that are not portable are wifi enabled. So we shouldn't have to.

Here is the issue:

We have between 1 - 5+ devices running at once all the time here. We are Constantly loosing our wifi connection on a daily basis. And within the day it happens so often that at times it is impossible to fill out documents for work or complete or send emails for school or work, we can't even finish an episode on our streaming service because it kicks us off. And once it does, it will just keep booting us off repetivly every minute or so. Resetting the router doesn't fix this. And here is the part that really strikes me as odd. I will be working online on my laptop and my fiancée will be streaming a movie. Suddenly the wifi drops her... But my laptop is still online perfectly fine. The network doesn't go down, it just drops our devices. It has nothing to do with range of the router seeing as we have devices go down literally right next to it, and it isn't the speed as we have upgraded...

I have had technicians from xfinity Comcast around 5 times now. I keep repeating the issues I am having and all they seem to do is check on it and leave. The problem still continues. They replaced the router/modem the first time they came out, but it is still an issue. The times they came after that they have really done nothing at all. They keep telling me that the wifi isn't garanteed because wifi will go down now and then as it is wifi and that happens... But I'm sorry, I've been in several places with working wifi. Sure it will go down once in a while... But this makes using internet literally impossible. I have "sent" this message several times only to have been disconnected and have to send it again. We ONLY have Internet... We don't use cable or phones on this plan. (We signed for a cable package to be included with the Internet just because it was less expensive for a year) but we don't use it at all. So we are and have been literally spending around \$70 per month and we are not getting the service we pay for. Every technician has no answer as to what is wrong. They say this or that MAY be the issue... But they don't know. It's their devices and their service... I have been trying to get them to find out the issue. They just won't. I don't care if it's the wiring or whatever that I have to pay for... I just want it found so we can fix it and have working Internet as we need it for our work/school.

We would switch to another provider but this is no other provider here. So we are stuck paying for something we don't even receive...

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**Ticket: # 799531 - Money Scam - FTC**

**Date:** 2/9/2016 9:32:14 AM

**City/State/Zip:** Somerset, Pennsylvania 15501

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 766501 - Spam Text messages**

**Date:** 1/21/2016 5:15:08 PM

**City/State/Zip:** Vancleave, Mississippi 39565

**Company Complaining About:** Disability Advocates

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### **Description**

The Disability Advocates group will not stop sending text messages to my cell phone even though I have requested that they stop. They tell me they will remove my number and I will receive more several times a day. It is different numbers calling asking that I call this number to speak with someone about my disability benefits. DISABILITY ALERT: Please contact our disability benefits advocates at 954-828-0144 and we are available until 6PM. I have received 20 text in the last 4 hours.

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**Ticket: # 766544 - Shutdown and Hacking of our Home Computer 4 times in 3 years....**

**Date:** 1/21/2016 5:26:28 PM

**City/State/Zip:** Oxnard, California 93033

**Company Complaining About:** Verizon Wireless

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## **Description**

January 21st 2016 This morning we were hacked, shutdown completely with our Home Computer... This has happened 4 times in the past 3 Years. A Pop Up appears at shutdown with a phone number to call. So far this has cost us \$300.00 three Hundred Dollars. We are now aware this is a Cyber Crime. This time the number to call is 1-800-897-1195 to " MTS Global Service" in Morristown, New Jersey... Another one is " Bomgar" in New York...Actually from talking to these criminals , we discovered they are operating in New Delhi India...Please do something about these international criminals and kindly acknowledge receipt of this message... Sincerely (b) (6), Sunny Acres Senior Park, (b) (6), Oxnard California 93033 Tel: (b) (6) (b) (6) ...

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[Ticket: # 766769 - Fios internet support will not escalate my issue when they cannot resolve](#)

**Date:** 1/21/2016 6:24:48 PM

**City/State/Zip:** Fredericksburg, Virginia 22405

**Company Complaining About:** Verizon

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## **Description**

I have had terrible connection issues from packet loss/queing since august of 2015. I have called fios numerous times and spoken with tier one support who can only send a technician or attempt to troubleshoot themselves. They refuse to escalate beyond those two measures when they fail to produce a solution. I cannot terminate my contract because of a new 2 year agreement.



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**Ticket: # 766851 - Verizon cell tower**

**Date:** 1/21/2016 7:03:34 PM

**City/State/Zip:** Belknap, Illinois 62908

**Company Complaining About:** Verizon

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## **Description**

Verizon has a cell tower on my neighbor's land which is in direct line with my backyard, less than 1/2 of a mile. My home's physical location is about 5 1/2 miles south of Vienna on US Hwy 45 South. We have Metro Link for an internet carrier. It is from Karnak, IL and worked well until mid to late December 2015. Metro Link has been to our home and says the signal has a clear view and strength to our house. However, when once it reaches our house there is an electric interference. At about the same time that this problem occurred the Verizon cell tower on my neighbor's land began flashing a bright white light at the top, steady red light is not there anymore.

My husband and I felt that the light would be fixed soon, at night it flashes into our house, and now I am concerned that there could be an interference from this tower and our Metro Link internet service. We look forward to your answers.

(b) (6)

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**Ticket: # 767231 - connection interruptions**

**Date:** 1/21/2016 10:24:33 PM

**City/State/Zip:** Marion, Montana 59925

**Company Complaining About:** Centurylink

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### **Description**

We have frequent, ongoing (past >4 years) dropping of internet connection. This issue affects most residents and businesses in our rural area. Internet lines are owned by Centurylink which claims there is no problem and does nothing to fix it. MontanaSky is my internet provider, they forward my complaints to Centurylink.

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**Ticket: # 767319 - Non-maintenance of copper telephone lines**

**Date:** 1/22/2016 12:26:37 AM

**City/State/Zip:** Delight, Arkansas 71940

**Company Complaining About:** Windstream Communications

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**Description**

Severe issues with quality of voice and internet service over the copper telephone lines to my house, years of complaints with absolutely no assurance that anything is being done to fix it. The internet rate paid for is 6mbps, however has never received even 2mbps and the connection drops hourly, with latency problems more than once per minute. They have admitted the fault is in the cables running to the house but will not fix them.

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**Ticket: # 767646 - Computer Spam**

**Date:** 1/22/2016 11:21:08 AM

**City/State/Zip:** Virginia Beach, Virginia 23454

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 768428 - Alert That PC Had Virus, Call This Number 855-463-9357**

**Date:** 1/22/2016 3:33:29 PM

**City/State/Zip:** Whitwell, Tennessee 37397

**Company Complaining About:** I Use Charter Cable But Doubt This Interference Via Charter.

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### **Description**

A few moments prior to receiving a pop-up alert for me to call 855-463-9357, my computer screen went blank though pc was still running & fast so I had to unplug PC to disconnect. Re-connected, logged on & ran Norton 360 short scan; no problems identified. I began using PC & apparently went to a site to view something about Florina, seeking presidential election. All of a sudden this pop-up appeared on my screen urging me to call 855-463-9357 as my PC was infected. The only way I could exit was once again pull the electrical cord to disconnect PC. Upon return I ran Norton 360 full scan with nothing identified as malware, virus, etc. I HAVE PROVIDED THE TELEPHONE NUMBER IN THE EVENT THE FCC WISHES TO PURSUE WHAT INDIVIDUAL OR COMPANY IS ACTING ILLEGALLY.

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**Ticket: # 768754 - iHeart Radio - Volume of commercials very loud**

**Date:** 1/22/2016 5:28:44 PM

**City/State/Zip:** Oro Valley, Arizona 85737

**Company Complaining About:** Iheart Radio

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### **Description**

I'm not sure if iHeart radio is covered by the same restrictions as television, but when the site transitions from content provided by the radio station to their advertisements and other "material," the volume goes up so much that I have to cut my volume in half. I would like the FCC investigate this and get it to stop.

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**Ticket: # 769289 - Comcast**

**Date:** 1/22/2016 10:04:23 PM

**City/State/Zip:** Mahtomedi, Minnesota 55115

**Company Complaining About:** Comcast

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### **Description**

I am paying for high-speed Internet yet quite often I can't even connect to the Internet! I log on to Netflix and there is a network error and I'm dropped! This happens frequently of late. I know that Comcast wants me to upgrade 20 even faster Internet speed which would of course cost more this was supposed to been the fastest that you could get that which I am paying for. Now it doesn't work

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**Ticket: # 769203 - internet and tv interruption due to lack of good service in area**

**Date:** 1/22/2016 8:30:33 PM

**City/State/Zip:** Patterson, California 95363

**Company Complaining About:** Comcast

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## **Description**

Internet and cable service were disabled because a sub contractor of comcast and xfinity were in the area which no appointment was made. This young guy comes to the door and says im with comcast and we shut off your cable and internet because we were in the area trying to find out and pinpoint where the slow up in cable service is coming from. It has affected every one in your vicinities internet service. I was very upset because Comcast never let me know they would be in the area at all and to expect a technician to be in the area. If I would have just recieved a call an email or text or something on my phone email or even tv as a message since Comcast has remote access to the Tv then I wouldnt have been so alarmed. Me being a woman and someone I am not expecting coming to the door asking for access to inside my home should be asked first before something like this not only because it will alarm the customer as if someone suspicious is trying to gain access to their home to hurt them or their family. So after calling Comcast and getting the go ahead and looking up the Techs name and info to make sure he is indeed an employee of Comcast then I allowed him entry still leary of what was going on. Once in the Tech goes to each cable box and modem to check the cords to make sure they were connected as well as tight. He found the loose cord but this is something that since I wasn't called first could have been prevented by contacting my phone or message first and they could of done a quick run through with me over the phone on checking cords. I am way completly aware of how to check my own cords so to find out the problem was so trivial and that a cord inside my house affected everyone in the area still has me completely mind blown. I still can not believe how this can happen but this has completly turned me off of Comcast. First because my internet and cable were both just turned off without any sort of notification. He turned it off first then came to the door and told me oh well deal with it this has to be done and second he said if you dont allow us in to figure out the problem we will keep the internet off until you call Comcast and schedule an appointment. This would have completly messed everything up for me with my college courses had I said no or not even let him go ahead and finish because my internet would have been out and I would not been able to attend school and turn in homework which would have in turn gave me at least 2 f's on homework. Im fairly new to the area and dont have a babysitter to watch my kids while I go find somewhere to get homework done and would have been so furious if I would have had to taken an F on this because no one with Comcast gave enough courtesy to let me know what was going on. In the end yes the problem they thought they were having in the area was fixed but my relationship with Comcast is severly tarnished by how they have conducted business. I will not renew my service with Comcast and will go to Direct cable asap because of this issue. I have called and let comcast know how upsetting this was and nothing was done to keep me a happy customer they just said this is what we do and it will be fixed so sorry we have to do it. Not at all happy with Comcast at all. The supervisor with the Tech whos name was (b) (6) and his supervisor Guy were who we dealt with the Tech (b) (6) was ok but his Supervisor was horrible and had a terrible attitude when asked questions about why it was handled like this.



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**Ticket: # 769281 - Comcast injecting code in websites**

**Date:** 1/22/2016 10:01:09 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Comcast

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## **Description**

I have no choice other than Comcast for high speed internet. Comcast injects, or attempts to inject, code into non-Comcast websites. This practice breaks other websites, including those of Comcast competitors. It also presents a security risk by injecting javascript into an environment that cannot possibly be checked for compatibility with the injected script.

I am a computer science master student at Georgia Tech and cannot have Comcast mucking around with my online research and coding projects.

MY ISP SHOULD NOT BE ALLOWED TO ARBITRARILY MODIFY WEB SITES THAT I VISIT.

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[Ticket: # 769436 - Fee for service provided](#)

**Date:** 1/23/2016 1:06:45 AM

**City/State/Zip:** Alhambra, California 91801

**Company Complaining About:** AT&T

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## **Description**

I have been charged by AT &T for "high speed" internet service that is not being provided at the 30 MPS promised under the contract agreed to. Finally after several reports of slow/degraded Service, I was finally informed by a technician, that the speed requested could only be guaranteed by hard wire connection to my computer and not on a wireless/wi-fi connection due to signal issues.

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**Ticket: # 769816 - Internet Cap**

**Date:** 1/23/2016 1:28:31 PM

**City/State/Zip:** Dallas, Georgia 30133

**Company Complaining About:** Comcast

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### **Description**

I have been a customer of Comcast for about a year. I have internet with them and when I signed up there was NO discussion of caps. I was notified I went over on my internet usage in July 2015 and then this January 2016. I don't understand where the cap is coming from because they never told me about there being a cap.

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**Ticket: # 770864 - Horrible services**

**Date:** 1/24/2016 6:48:34 PM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** Comcast

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## **Description**

I started experiencing issues with my TV about 3 weeks ago. I called Comcast to find out what the problem was. I spoke with 3 different representative which all told me a technician needed to come over my house for further assisatnace. I agree made an appointment the technician. I'm a single mom of a 2 years old and also currently 9 months pregnant. Aim a very busy mom work full time and also go to school. My time is very valuable. I made an appointment for 5 to 6:30pm I never saw the technician. I called once again to make another appointment. Another technician came and after spending 2 hours told me he was unable to fix the problem because my entire house needed to be re-wired.which I don't understand why he needed to check the Internet when the problem was with the tv. I had to make another appointment. Right after he left my Internet stop working. I called Comcast I spoke with representative (b) (6) who told me the reason my modem was not working was because it was old. I had this modem for only 1 year. Previously I received calls asking for me to change it which I didn't think it was necessary since it was working perfectly. I felt force to rent one from Comcast. I just couldn't understand how it was working perfectly until the technician came to my house. (b) (6) told me the best thing to do was to go to one of the stores and have them give me a new modem. I asked to speak with a mamaher and was told manager will call me back which i still jave not receive a call back ( not good for customer services).The next morning I went as I was told and got a new modem. When I got home I install the modem and was still not working. I called Comcast initially I spoke with (b) (6) an who told me she couldn't help me and she was going to transferred me to the advance Internet support department. I then was able to speak with (b) (6) she told me the equipment was not activate. She said she tried to do so but my only option was to have a technician come out. I asked once again if the same technician coming on Monday can fix the issues she couldn't answer. I asked for a supervisor. She informed me the supervisor wanted to know what else I needed from him. I asked perhaps re ensure me that my problem will be fix and that someone was not going to let it fall through the Crack. The supervisor never got on the phone with me which is unacceptable in my opinion. Hopefully someone can help me with this issues. I don't think no one should be treated this way specially for a service you are paying for.

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**Ticket: # 770104 - Identity theft and hacking into my internet by my landlord**

**Date:** 1/23/2016 4:48:27 PM

**City/State/Zip:** Weehawken, New Jersey 07086

**Company Complaining About:** Cable Vision Optimum Online

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## **Description**

My landlord (b) (6) and their friends have been hacking into optimum online Internet and phones via Verizon Fios a county 201-864-5898 and 201-503-4929. They interfere with the entertainment and they threaten and harass and they have been using my email etc. (b) (6) lives at (b) (6) Weehawken NJ 07086 and uses my internet and steals my credit card information etc. he steals my us postal mail and gets my account information

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**Ticket: # 770575 - internet/Roku**

**Date:** 1/24/2016 11:16:23 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Microsoft

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## **Description**

Microsoft has been harassing me for months to upgrade, freezing my computer, my keyboard and my mouse, interfering with my internet connections by blocking service and blocking my roku connections and I am tired of it.

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**Ticket: # 770354 - Computer Popup**

**Date:** 1/23/2016 8:54:17 PM

**City/State/Zip:** Vail, Arizona 85641

**Company Complaining About:** Cox

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## **Description**

While doing research on my computer, a pop-up locks out my computer claiming to be Microsoft help and and that I've violated internet policy and my privacy has been breached. They mandated I call 855-422-9850 to resolve my issues. The gentleman I spoke with has an accent from the country of India. He is the same individual that cold called me two weeks ago stating my computer was at risk, when at that time I did NOT have a computer. I just repaired mine from being down 5 months ago. He also states that he was from Microsoft.

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[Ticket: # 770550 - poor internet quality](#)

**Date:** 1/24/2016 9:33:02 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** AT&T

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### **Description**

internet constantly goes out and speed is extremely slow. I have had issues before and the federal communications commission found there to be problems and At&T was suppose to have fixed the line issues. They Have NOT and service is worse than ever. You can't even get AT&T to explain what is going on .



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**Ticket: # 770581 - Computer use**

**Date:** 1/24/2016 11:30:56 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Microsoft

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### **Description**

, I have complained to FTC and they do nothing. Microsoft has been harassing me for months to upgrade they freeze my computer, block the use of my mouse and key board, interfere with my use of other search engines to keep me from using them like Yahoo search and comment. they want control of your computer. I will not upgrade

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**Ticket: # 770625 - Comcast Data Caps**

**Date:** 1/24/2016 12:44:01 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who are seeking alternative forms of content and entertainment through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates and their practices anti-consumer.

---

**Ticket: # 770677 - Safari Apple Alert Scam**

**Date:** 1/24/2016 2:26:52 PM

**City/State/Zip:** St. Petersburg, Florida 33715

**Company Complaining About:** They Were Pretending To Be Apple

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## **Description**

I received a warning/alert for Safari on my apple device. It said to call 1-800-870-3001 for support. I called the number and it was a scam. They are trying to get people to let them control their devices remotely. "Evan" refused to give me his employee number I hung up on me when I confronted him with how suspicious it was.

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[Ticket: # 770887 - Internet service disrupted with weather](#)

**Date:** 1/24/2016 7:25:16 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** AT&T

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### **Description**

the internet continually drops during light or heavy rain. Too sensitive. Constant interruption of service

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**Ticket: # 770934 - AT&T high speed dsl outage**

**Date:** 1/24/2016 8:24:53 PM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** AT&T

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## **Description**

I have been without service for 11 days and have made multiple attempts to rectify this with the company directly. I was told a specialist would be contacting us about our problem no less than 3 times and did not receive any callbacks at the times they had detailed. I have been lied to and redirected. I have been bounced between multiple departments and I have not seen one technician trying to rectify this problem. I was told that the outage would be fixed by 7 or 9 pm that night on 7 different occasions. Now going on two weeks without service. A massive breach of trust between myself and my ISP. Please help me to resolve this situation.

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**Ticket: # 796719 - Arbitrary Cancellation of service with no refund**

**Date:** 2/7/2016 11:22:09 AM

**City/State/Zip:** Old Lyme, Connecticut 06371

**Company Complaining About:** Match.com, Llc

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### **Description**

I was informed this morning that Match.com has terminated account with no given reason. I was given no chance to face an accuser or to defend myself. This is America.

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[Ticket: # 771146 - Internet disconnects](#)

**Date:** 1/25/2016 2:38:18 AM

**City/State/Zip:** San Gabriel, California 91775

**Company Complaining About:** Charter

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## Description

The internet disconnects every few minutes. When it is working there is severe packet loss. It's been happening on and off for 3 years, ever since I moved here. My last complaint was 3 months ago, ticket #636304. Same issue, but much worse this time.

See picture for evidence of a 6 hour sample. The big red parts mean the internet goes down for several minutes.

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**Ticket: # 771347 - little to no service for years. Made hole in driveway**

**Date:** 1/25/2016 11:27:45 AM

**City/State/Zip:** Toms River, New Jersey 08753

**Company Complaining About:** Comcast

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## **Description**

Comcast for years have been telling me they were going to repair damaged underground trunk line.

Not charge me until repaired. Credit me and instead

Made a large hole in my new driveway installing a

Unnecessary line.denied and lied to the BBB twice

And claimed repaired but needed court order to show proof of any work.

Have all texts for them

Still have Mark outs in street to repair

Effected tv and phone to



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**Ticket: # 771340 - intermittent connectivity issues****Date:** 1/25/2016 11:23:49 AM**City/State/Zip:** North Aurora, Illinois 60542**Company Complaining About:** Comcast

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**Description**

contacted my internet provider concerning major connectivity issues with internet connection. randomly my connection drops for a brief period of time. called many times, either hung up on or given miss information. on going issues with provider that hasn't been resolved. took vacation time off of work three times for scheduled appointments that were missed or extended, 7 additional missed appointments. technicians on phone, after many transfers and other BS, stated a technician needed to come over to move my line and bury it and that would solve my problems. More missed appointments with scheduled technicians to come over to move line. latest technician that actually came over just ran new wire to existing connection. pictures with exposed wire attached. the technician presented a tripping hazard on my property with exposed wire laying all over the place. representatives on phone do not understand English and technicians that do come over are verbally offensive.

previous Ticket No. 765803, not sure if this one was lost but it is a close duplicate to this one.

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## Ticket: # 782374 - False Advertisement of ISP Speeds and Not Repairing Non-working Services

**Date:** 1/30/2016 7:03:57 AM

**City/State/Zip:** Hurricane, West Virginia 25526

**Company Complaining About:** Frontier Communications

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### Description

Hello:

Since November of 2015, I have been calling my ISP, both Tech Support and Customer Service, on nearly a weekly basis to have my internet service issues resolved. I have very inconsistent connection and hardly ever do I actually receive the 20Mbps that I am paying \$55 per month for. It started as an intermittent issue that would blink in and out about 15 to 20 times a day but now it is to the point now that I cannot maintain a connection for more than 15 minutes at a time. I have contacted them NUMEROUS times since November and they said it is a known issue that they would need to replace a piece of equipment in our area. Yet, they are STILL telling me that over three months later!!! I feel that I have been VERY long-suffering and tried to allow them an opportunity to fix this but they seem to be really dragging their feet.

For my family, it is more than a simple lack of entertainment. It comes down to a life or death matter. I am 38 years old and six months ago I suffered a major heart-attack. Our telephone service is via internet as cell phones do not work well at my home and landline service is also not dependable. If I were to need urgent medical assistance, at this time I do not have any confidence that I could get through to EMS. Additionally, my wife, a university trained and licensed teacher, home schools three of our four children due to the fact that the public school system here in WV is sub-par. Doing this requires internet access to streaming media for classes, online lectures at public institutions, colleges and universities as two of our kids are academically gifted and far advanced beyond their age. The lack of consistent internet access is causing them to fall behind in much of their school work and is detrimental to their education. Further, but not as critical, we limit their screen time so when we do want to enjoy some family time watching a movie, we typically find a good family movie on Netflix or Amazon Prime. The lack of internet service prevents us from being able to enjoy even a thirty minute television show without multiple interruptions.

I have checked with other ISP's in the area and unfortunately no one else services my area. Frontier Communications knows this and they charge an exorbitant price for their measly 20Mbps. In NC I paid \$35 per month for 80Mbps and here I pay \$55 for the 20Mbps I'm getting. If I had other options and could simply change service providers I would have done that LONG ago as Frontier has caused me nothing but headaches.

When I have asked specifically how long this issue would continue and when the equipment would be replaced I have been told there is no relief date as of yet. When I have asked what the piece of equipment is that needs replacing they simply refuse to tell me. I may not have a right to know what the problem is but I, and all the other affected customers, CERTAINLY have a right to get what we are paying for and at this time, we are not getting it.

I would like for someone at the FCC to look into this and see exactly how many people this is affecting as Frontier told me that I wasn't the only one with the issue and everyone else was having to deal with it too. This is NOT ACCEPTABLE. I would like everyone that is being affected to be reimbursed the for their monthly service fees since November of 2015 and updated on when exactly this issue will be resolved. I am also starting a campaign in my area to encourage the other folks who are affected by it to contact the FCC and file a complaint as well.

Thank you so much for your time and attention to this matter and I look forward to hearing back from you and a resolution from Frontier Communications.

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**Ticket: # 771425 - co stating my network was hacked**

**Date:** 1/25/2016 11:53:14 AM

**City/State/Zip:** Sauk Rapids, Minnesota 56379

**Company Complaining About:** Centurylink

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## **Description**

My kindle was not working, called Amazon customer service. Agent stated my network was hacked, could see ip addresses from Texas & Philadelphia- he could see my amazon account and bank account was hacked. Told him I am contracted with best buy, told me best buy couldn't do anything because it was a network problem. . Transferred me to a company MCT Experts LLC out of Las Vegas. Was told they would fix my network problems for \$550.00. Of course I was scared and said yes please. After about three hours later my kindle was still not working, they told me the hackers destroyed my kindle and I had to order a new one. But my network was fixed. Well my nephew came over, went through my computer, MCT experts had never accessed my network, it was never hacked. He re-registered my kindle- it now works just fine. I have a call into the fraud unit at Amazon. I did call MCT Experts saying I wanted to cancel my account with them- waiting on a call back. My next call will be to my network provider. Is there anything you can do to help me and prevent this from happening from another person? MCT Experts LLC 848 N Rainbow Blvd #5385 Las Vegas NV 89107 1-855-717-7536

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**Ticket: # 771514 - Internet cap**

**Date:** 1/25/2016 12:26:10 PM

**City/State/Zip:** Brandon, Mississippi 39042

**Company Complaining About:** Comcast

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### **Description**

Comcast turned my internet off for supposedly exceeding 300gb. I have had Comcast for years and this has never been a problem. With a monthly bill off \$200 plus I should've figured they would find a way to nickle and dime me even more. My area doesn't offer any other options besides Comcast. Please help. Thank you.

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**Ticket: # 771544 - Internet service-Frontier Communications**

**Date:** 1/25/2016 12:32:40 PM

**City/State/Zip:** Circleville, Ohio 43113

**Company Complaining About:** Frontier Communications

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## **Description**

Ever since I have have service with this company, the internet has been going in and out. Work for a few hrs and then down for awhile. Have called and complain to the company and complained on several occasions about the service. Now its January 2016 and the Internet has been completely down for three weekends in a row. Called and have service complaint drawn up. Nobody never shows to check out equipment in the home but eventually internet will come back up after three or four days. Im am wishing to file a complaint with the FCC about these issues with Frontier communications. I know Im not the only one having these issues because I have talk to my neighbors and they have the same problem with this company. Something needs to be done about these services issues with this company. I have had service with them since 2013. Thank you. (b) (6)

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**Ticket: # 771799 - phone internet**

**Date:** 1/25/2016 1:58:33 PM

**City/State/Zip:** Newton, Massachusetts 02458

**Company Complaining About:** Verizon

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### **Description**

There is a woman i will be working with. for a type of implant/implants in my body,type of harassment...my internet phone are also tapped into. I know this is all connected. maybe satellite can help further this help. this dr will be contacting FCC when I see her. Just wondering other forms of help I can get. (b) (6) Newton Mass

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**Ticket: # 772072 - Windstream internet service disruption**

**Date:** 1/25/2016 3:20:02 PM

**City/State/Zip:** Huntington, Texas 75949

**Company Complaining About:** Windstream Communications

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### **Description**

The internet service provided by Windstream is inconsistent and unpredictable, at best. We are experiencing random outages and are not being compensated on our bills. When I contacted the company, they said they would issue a one time bill credit and were sorry. We do not have access to other internet/phone carriers. This is unacceptable!



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**Ticket: # 772210 - Internet outages & Customer Service**

**Date:** 1/25/2016 4:02:27 PM

**City/State/Zip:** Mount Vernon, Washington 98273

**Company Complaining About:** Comcast

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**Description**

Numerous calls, no action, since July. Equipment is old, and seems to be causing problems. Looking to reduce bill and consolidate. One service rep even locked other reps out of our account! It took 45 mins. on the phone going thru so called supervisors to unlock the account so another rep could assist me. I have countless hours on the phone to get a price and plan, only to have a rep promise to contact me back to get someone out, my last contact was with (b) (6) on Jan 8th 2016. It is now Jan 25th 2016 and no calls or no technicians out yet.

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**Ticket: # 772217 - Sony Playstation Network Error WS-37397-9**

**Date:** 1/25/2016 4:04:17 PM

**City/State/Zip:** Paducah, Texas 79248

**Company Complaining About:** Caprock Television/internet Cable Provider Issue Lies Within Sony's Playstaion Network

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**Description**

Sony's PlayStation Network is part of PlayStation's requirements to play certain games online and buy from their online stores. This requirement means that unless you can connect to the PSN you can't access content that you pay for. I have tried to contact their support and I'm asked to wait 30mins to speak to someone and a hour later still nothing. So PlayStation offers a forum for their users. In this forum the majority of people haven't got a response from support. Most people say take the steps they give you in but most of us end up with no results. We were told to that PlayStation has blocked our ISPs static IP address. Not everyone's provider changes their static IP address. We can not function within the Network and use the things we paid for. PlayStation doesn't even have this as a problem when you search the site. It is a known issue and needs to be fixed. We have products we bought and can not use them we need to be refunded or work a solution for this error. Error is WS-37397-9

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**Ticket: # 772229 - Phony Internet warning**

**Date:** 1/25/2016 4:06:57 PM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** AT&T

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### **Description**

someone sent a warning (locking my computer up) stating that I had virus and that I should call 1-800-315-3023 to delete this virus. I had to call my tech support to unlock my computer and to get rid of this message. Is there any way to stop these people? My tech said that they were probably trying to get information from my computer. Please respond.

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**Ticket: # 772434 - Comcast Xfinity Internet**

**Date:** 1/25/2016 5:18:20 PM

**City/State/Zip:** Harrison Township, Michigan 48045

**Company Complaining About:** Comcast

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## **Description**

On Friday January 22, 2016 I was kicked off my internet provider Wow!.

When I open my Safari internet browser this Comcast Xfinity activation page pop up. I can see the picture lock icon in the browser window I type the name Google I get an error mages saying Safari cannot open the page. I call my Internet provider Wow! ask them did they switch me to Comcast Xfinity they no. I check my Internet setting it said Wow! is still my internet provider. I open Firefox internet browser the same thing occur, I used my smart phone to get on the internet same problem. I called Comcast they pretended they did not know why their web page appear on my computer and smart phone. Comcast Xfinity did to me before in 2013 they tried to bully me into getting their business Internet when I already have their resident internet in 2013, I told them it was against the law to block my computer and to force me into getting their product they fix that problem in 2013. On January 25, 2016 tech repair man from Wow! (b) (6) ID 7526 came to my apt he said " A lady a few apart down from you had the same problem. " He and I check the cable box outside near my apt bedroom window he told me My cable have been unplugged he do not understand how Comcast block my computer from getting on the Internet he work for an hour to restore my internet with Wow! I was able to get online using my smart phone. He and I check my computer I still could not logon Ryan said my Internet is working he do not know how to removed the block Comcast place on my computer. I shout down my computer and restarted it I was able to logon to the internet I clear my history every thing is working but I am going to used another internet provider because I do not want this problem to occur again Comcast force me to used another Internet provider I filled an incident report at my apartment the manager of my apt was upset she told me a lady had the same thing happen to her. Comcast Xfinity should be fine for this cyborg attack bulling trying to make me and my neighbor switch to their product see screen shots jpg files I am sending.

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**Ticket: # 772767 - Amateur Ham Radio Operator Interfering with Signal****Date:** 1/25/2016 7:45:22 PM**City/State/Zip:** Riverside, California 92503**Company Complaining About:** AT&T

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**Description**

The property owner next to my property operates a Ham Radio as a hobby. He has several antennas on his roof with high power frequency. His frequency disrupts our TV signal, surround sound, and phone/internet wireless signal anytime it is in use. We have had our cable provider check our signal to ensure it is not a provider issue. The Supervisor of the provider verified himself, as well as sent us an email, confirming that the disruption of signal is due to the high frequency of the Ham Radio. We have since needed to change to satellite because the operator denies any responsibility. Our wireless signals are still experiencing interference.

---

**Ticket: # 815576 - Tablet and Iphone Internet has been hijacked**

**Date:** 2/17/2016 9:26:24 AM

**City/State/Zip:** Highlands Ranch, Colorado 80130

**Company Complaining About:** Comcast

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## **Description**

Xfinity (Comcast) has started up a WiFi campaign blitz in my neighborhood and my internet provider gets taken over by their homepage asking me if i want to try their service. when i go to settings and change to my ISP Xfinity automatically changes the setting back to their WiFi page. I have called them to complain but the auto teller says the wait time is greater than 20 mins!

---

**Ticket: # 773086 - University of Alabama Jamming Personal Wifi Devices**

**Date:** 1/25/2016 10:37:42 PM

**City/State/Zip:** Tuscaloosa, Alabama 35401

**Company Complaining About:** The University Of Alabama - Oit

---

**Description**

The University of Alabama is deploying Cisco CleanAir thru their wireless APs to cause harmful interference to anyone on campus or within close proximity trying to use a personal wifi network. Personal wifi networks will work for a brief time until it is discovered, and then attacked by Cisco CleanAir. Once jammed, the personal devices will stop operating and behave erratically. If an affected user contacts The Office of Information Technology at The University of Alabama they will deny any such malicious activities and to contact the manufacturer of the device. All affected devices operate as intended when away from campus.

---

**Ticket: # 779593 - Time Warner Customer Neglect****Date:** 1/28/2016 6:25:39 PM**City/State/Zip:** Somerset, Kentucky 42503**Company Complaining About:** Time Warner

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**Description**

I recently made a complaint to Time Warner REguarding my Neighbors CB Radio. My Neighbor has a 60ft Tall CB radio with a 400W box attached to it. I have personally seen the box as i have been invited into his house. He creates a massive amount of Interference taking out our Cable, Internet Service and Lan Line completly out. We have followed the FCC steps of installing Ferrite cores to protect against interference. No devices are older than 2 years in this house and all applicanes within the last 5 are generally built to withstand this interference. I have a Milliguass meter (mG) which his CB radio signal registers at over 57 milli(gauss) A boeing 747 produces 50. We have contacted Time warner about this issue, however they refuse to contact the FCC on there customers behalf to get the issue resolved. He is contantly interrupting our services and our emergency Contact services, such as our land line. We have talked to him about it, and conversation was calm at first but quickly turned aggressive as he threaten us with Tresspassing charges, verbally assaulted us on many occasions, and now uses his CB specifcally during the times we asked him not to. He now refuses to speak to anyone in our house.

I would appreciate it Time Warner would no longer neglect their customer and take the nessecary steps to helping us resolve our issue.

His name is (b) (6), his address is (b) (6) Somerset, KY, 42503



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**Ticket: # 774583 - prolonged harassment**

**Date:** 1/26/2016 4:53:37 PM

**City/State/Zip:** Oakland, California 94608

**Company Complaining About:** Monster.com

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## **Description**

One of Monster.com customers has fraudulently given my phone number on his resume. I have been contacted 2-3 times a week over the past year, by employment recruiters, using my number this person has given on his Monster account.

I informed Monster.com about this, and they said they would inform the client of his mistake, and when he corrected it, they would reactivate his account, with no punitive action.

This person should be barred from ever using Monster services again. Their willingness to allow him to continue to use their services, despite being informed of his prolonged damage and illegal transactions, implicates Monster for complicity. They should not be permitted to allow their customers to commit such damaging actions with impunity.

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**Ticket: # 777345 - No service**

**Date:** 1/27/2016 7:26:52 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** Comcast

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## **Description**

For over a month we have not been able to connect to the Internet. Despite several calls to customer service, 4 appointments from technicians, one of which was a no show and replacing our modem we still do not have service. There is no other provider in our area.

---

**Ticket: # 774698 - Verizon land line DSL**

**Date:** 1/26/2016 5:26:07 PM

**City/State/Zip:** Moneta, Virginia 24121

**Company Complaining About:** Verizon

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## **Description**

I am a land-line and a DSL customer. I have had DSL since it first was available about four years ago. Since October 2015, we have had regular outages. I have spent hours and hours on the phone with Verizon Tech Support. I have had an open ticket since Wed, Jan 13, 2016. As an attempt to resolve the situation, I called a local area Technician and was advised that "it is a known congestion issue." Tech advised that the DSL product has been over sold in the [REDACTED] n slick on Rt 122, which is why my DSL will not stay connected. Verizon refused to file a complaint or escalate me to upper Management. The DSL will work fine and then just quit working. Restarting the modem has no effect. The DSL is available and then not available at random--I don't do anything and it will come up periodically. I need to be able to work from home on occasion, and this DSL issue makes it impossible. Rates were increased a few months ago to \$43 + a month and the service has become seriously unreliable. I have a vm recording from the local Tech and Verizon was advised I would file a complaint.

---

**Ticket: # 774786 - threatening call from anonymous caller**

**Date:** 1/26/2016 5:52:44 PM

**City/State/Zip:** Wayne, Pennsylvania 19087

**Company Complaining About:** Verizon

---

## **Description**

Recently I am receiving a threatening call from an anonymous user (coming with different name and different phone number) but with same message as: "I am calling you regarding an enforcement action executed by US treasury ....ignoring this message ...".

So far I have ignored the message and have blocked caller's five of the phone numbers but still it comes with different numbers; I have complained and reported the problem to my phone company Verizon, but it seems Verizon can do anything to prevent this harassing calls. I appreciate your attention and investigation in this matter.

here are some of those numbers:

(229) 231-3343 Jan 26 3:27 pm

(240) 745-1340 Jan 20 10:34 am

(302) 927-7841 Jan 15 2:39 pm

(815) 713-9163 Jan 20 10:23 am

---

**Ticket: # 775122 - Comcast - Data cap 300GB per month**

**Date:** 1/26/2016 8:17:06 PM

**City/State/Zip:** Sunrise, Florida 33351-6471

**Company Complaining About:** Comcast

---

### **Description**

I have not clue why Comcast has implemented data cap limit to 300 GB/month?

I never had this before and I personally don't like this restriction.

Comcast should lift this restriction immediately, thank you.

(b) (6)

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[Ticket: # 775196 - privacy](#)

**Date:** 1/26/2016 8:43:34 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Sprint

---

## Description

1 of 93

Expand all Print all In new window

RElocation to Flordia regading avialibity of career servcies through/connected to the New Jersey or the US Department of Educaiton, and for NFL constituency or athletics and girls particular (gymnastic,archery and fencing) honors English)

Inbox

x

(b) (6)

4:48 PM (2 hours ago)

to comptrollertips

-wiretapping from East Orange, NJ Newark NJ

to/regards to the township of Mtc. NJ

over adoptive services, or foster care,

1970' s current

issues and immigrants

and parole parents in business for parole

adopting or fostering

and then dealing with recovering from sexual assault, domestic violence

and women's' issues, parenting, and arts and entertainment; education

for jazz etc. and then transit, issues, through/to Connecticut and New York

resulting in conflict of interest in adult behavior or relocation

and careers, employment, timeliness and waste management

for child and families, government jobs, and.or liturgical studies

or theology and Christian or US constitutions; religious studies, and education

...pastorate and clergy, staff, employers and even regarding Hickey, Myers,  
Jakes..Ministries, and ORU and wiretapping and domestic wiretap, the US marines  
and US Military, Navy, Air-force thank you, and again the Florida Department of Education  
for continuing adult education, and for returning students and the Department of Justice  
for help with women's issues, and hotlines..USA.

---

**Ticket: # 775568 - Ipad issues someone hacking pressing buttons for me blocking my email recovery**

**Date:** 1/27/2016 3:49:38 AM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Verizon

---

## **Description**

I have requested outlook.com to recovery my old password and this ipad will not allow me to by pass with the correct code. I have taken a pattern of screen shots to prove this on my ipad see attachments. In my settings in twitter i was getting blocked from setting my settings and in the photo you will see a line in the top circle that is clearly showing something underneath. Apple ipad air.



---

**Ticket: # 775578 - Hacked into wi fi**

**Date:** 1/27/2016 5:08:21 AM

**City/State/Zip:** Burlington, Washington 98233

**Company Complaining About:** Comcast

---

## **Description**

I have a stalker who has connections in the communications industry this is no reflection of Comcast my stalker has government connections any help would be appreciated sincerely

---

**Ticket: # 775928 - Skype suspended for Unauthorized activity**

**Date:** 1/27/2016 12:07:58 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** Skype

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## **Description**

I recently received an email on 1/20/2016 from skype notify me that my password has been changed! so I logged in my account to change my password because I haven't logged into the account in years! started having trouble logging into my account! so I sent Skype a message notifying them that I have forgot my password! after I did that they needed some additional information! so I sent them over the information to notify them that I was the owner of this account! a few minutes later I found another way to get into my account! so I was able to change my password! 30min later I received an email from Skype notifying me that my account has been suspended due to Unauthorized activity! I tried contacting Skype several times and they just kept sending me repeated emails that my account has been suspended...

---

**Ticket: # 776142 - threat to seize my files for payment**

**Date:** 1/27/2016 1:23:40 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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**Description**

ATTENTION:

All your documents, photos, databases and other important personal files were encrypted using strong RSA-1024 algorithm with a unique key. To restore your files you have to pay 0.5 BTC (bitcoins). To do this:

1. Create Bitcoin wallet here:

<https://blockchain.info/wallet/new>

2. Buy 0.5 BTC with cash, using search here:

[https://localbitcoins.com/buy\\_bitcoins](https://localbitcoins.com/buy_bitcoins)

3. Send 0.5 BTC to this Bitcoin address:

1CWG5JHDZqHPF1W8sAnUw9vD8xsBcNZavJ

4. Send any e-mail to:

(b) (8)

After that you will receive e-mail with detailed instructions how to restore your files.

---

**Ticket: # 776839 - palikan malware internet intrusion**

**Date:** 1/27/2016 4:46:30 PM

**City/State/Zip:** Banks, Oregon 97106

**Company Complaining About:** Frontier Communications

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## **Description**

In searching for curriculum materials, I downloaded sample lessons from two publishers yesterday. Palikan inserted itself into my pc -- without my permission. I have contacted the firm and requested to be removed from the palikan "service." I have had no response from this organization -- and am still not able to uninstall the marketing device.

Please take action as soon as you may. I will have to seek support from a malware expert to have this malware removed from my computer.

Very truly yours,

(b) (6)

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[Ticket: # 776956 - Dictionary word of the day taking all memory](#)

**Date:** 1/27/2016 5:20:17 PM

**City/State/Zip:** Candler, Arizona 85226

**Company Complaining About:** T Mobile

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## **Description**

all memory being consumed

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**Ticket: # 777196 - Unwanted, Unrequested Pornographic E-mails**

**Date:** 1/27/2016 6:26:10 PM

**City/State/Zip:** Englewood, Colorado 80113

**Company Complaining About:** Comcast

---

**Description**

I have been receiving unwanted, unrequested pornographic e-mails from several different parties (as far as I can tell, anyway). I cannot get them to stop.

The text of the latest message is as follows:

Note: Click "Not Spam" and never miss a notification

My profile : h5hka1br.qunprotec.tumblr.com

Hey there! I am graceful and charming girl who wants to give you minutes or hours of unforgettable sex, where you'll be a owner and I'll be your slave which is ready for you at all, tell me are you ready to play with me in this game, which will drive us mad, I know you have long wanted to test you in the role of owner. I know your dreams, now you want to try to get me. Come on! Just will do this! and I will do it, I will say that I am ready for your meeting and I will be prepared in all senses of the word. My sexy dress will excite your flesh also. Just imagine how I'm going to do that. My clit just starts to boil with excitement and it is waiting for you very much. Find me here."

This person's e-mail address is Note: Click "Not Spam" and never miss a notification

My profile : h5hka1br.qunprotec.tumblr.com

Hey there! I am graceful and charming girl who wants to give you minutes or hours of unforgettable sex, where you'll be a owner and I'll be your slave which is ready for you at all, tell me are you ready to play with me in this game, which will drive us mad, I know you have long wanted to test you in the role of owner. I know your dreams, now you want to try to get me. Come on! Just will do this! and I will do it, I will say that I am ready for your meeting and I will be prepared in all senses of the word. My sexy dress will excite your flesh also. Just imagine how I'm going to do that. My clit just starts to boil with excitement and it is waiting for you very much. Find me here."

This person's e-mail is (b) (6).

---

[Ticket: # 777357 - AT&T harrassment, obstruction of commerce](#)

**Date:** 1/27/2016 7:31:36 PM

**City/State/Zip:** Temecula, California 92589

**Company Complaining About:** AT&T

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### **Description**

The conitnually disrupt our service stating we haven't paid our bill when, in fact, the have record of it being paid. It is a vacation rental property and the are disrupting our business

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**Ticket: # 777413 - Internet being shut off**

**Date:** 1/27/2016 7:51:24 PM

**City/State/Zip:** Bowling Green, Kentucky 42103

**Company Complaining About:** AT&T

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### **Description**

AT&T shut off the internet on Friday morning of January 22, 2016 and they have continue to tell me that they are not fixing the problem and AT&T keeps back dating the time of fixing the so called outage. I have called several times to try and get an answer as to why the internet is out and nobody can say.



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**Ticket: # 777430 - Comcast DATA CAPS**

**Date:** 1/27/2016 7:58:42 PM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

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## **Description**

I am reaching out to the FCC for the 2nd time. I do not wish for comcast to contact me to try and have this issue "fixed" last time they intimidated me and spoke to me in a very unprofessional manner about the issue to only have them hang up on me. I am paying the maximum for 75mbps internet speed and have now received a notice once again about my internet data cap exceeding. My household is a family of four which spends most of their free time streaming HD television, after this cap has been implemented issues have arisen and it is very difficult to watch anything streamed anymore. Comcast is a monopoly here in south Florida. You're either brave and move over to ATT u-verse, which everybody knows cannot compete with Comcast or give into the monster of Comcast. I am filing this complaint in hopes that something will be done. Bring us another service provider or control comcasts' grip on society. I live, breathe, and do everything using my home internet connection. Not only am I having issues completing my school work due to throttled speeds, my career is being affected by this too.

---

**Ticket: # 777548 - Terrible Internet**

**Date:** 1/27/2016 9:07:17 PM

**City/State/Zip:** Benton, Arkansas 72019

**Company Complaining About:** Fidelity Communications

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### **Description**

I cannot perform my work! I constantly have issues. On a good day I have 65% packet loss.. See attached screenshot..

<http://screenshots.cogents.io/a644ba56160360c91f4bd0f86c11f802.png>

I need better service! Please help me! I cannot function with this horrible QoS.

---

**Ticket: # 777660 - Cable One is preventing me from accessing the internet**

**Date:** 1/27/2016 10:17:05 PM

**City/State/Zip:** Eagle, Idaho 83616

**Company Complaining About:** Cable One

---

## **Description**

I currently have 100 Mbps service. My last bill, which has been paid, is for service from 01/08/2016 to 02/07/2016. Today I recieved a notice (see attached), that under Cable One's AUP, I have used too much bandwidth and am automatically being 'upgraded' (against my will) to the 200 Mbps service for an additional \$50/month. I was conveniently sent the notice at 5:43 PM after the local office is closed and I can't call to discuss the interference mentioned below.

Here's the interference-As soon as I received the email notice mentioned above, Cable One would not allow me to access the internet through a browser. Every website I attempt to visit redirects me to a Cable One Agreement page(see attached) where I have to agree and acknowledge Cable One's Acceptable Use Policy for the new increased bandwidth package that I DID NOT sign up for. Furthermore, today is January 27, 2016 and I have paid for my internet through February 7, 2016. Cable One is interfering with my access to the internet for which I have already paid for under my original lower bandwidth and lower price package. I will not acknowledge Cable One's notice and agree to the higher price change in my service. I intend to cancel my service at the end of the current billing period.

Cable One is holding my access to the internet hostage until I agree to NEW terms even though I have already paid for my current internet access through to 02/07/2016.

I've also attached my most recent bill and a screen cap from Cable One's billing page showing that my account is current with \$0 balance due.

---

**Ticket: # 777676 - restricting access to a competitor's website**

**Date:** 1/27/2016 10:27:16 PM

**City/State/Zip:** Fayetteville, Arkansas 72704

**Company Complaining About:** AT&T

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## **Description**

I canceled my att television service today. this evening they decided to shut down my internet which i explicitly told them i wanted to keep. After arguing with them as to what I told them I wanted they finally got my internet back on. Frustrated i decided to go to their competitor, cox communications, to replace att as my internet provider. On both my laptop and my tablet as well as my dad's tablet we can't access their website. My cell phone is on another account and when I tried to access cox's website I had no trouble whatsoever. I believe that att is intentionally restricting my access to their competition to prevent me from switching.

---

**Ticket: # 777781 - yprivac**

**Date:** 1/28/2016 12:56:57 AM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** N/a

---

## **Description**

interfearnce while on the internet; location: (b) (6)

Henrico, VA 23233

1-804-346-5427, FAX: 1-804-346-5429

[camera hacking and maybe security hacks and computer hacks from Facebook or social media. US Dept of Education for our or my collges, i attended in Conn. NJ and hopefully Fla. so don't hack me! Proscout ViP or Proscuot Inc. from Arizona or [REDACTED] from Hlllsong etihter with your youthful novice sense of music leadership or ffmwoc for leadership, for foster kids, who are now struggling in adulthood trying to make it under non-degreed ro Baord of Education jobs and empployment, needing a sense of direction, guidance or information - google it! other than that maybe see an online internet counselor, or just...? wait on the Lord, oh my God (b) (6) all the way from Newark NJ and his triplet..? okay the Wedding ringer, thanks Lord for that jokes, the only black jewish guy in the room..hacked! etc.

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**Ticket: # 778354 - unanted emails - spam**

**Date:** 1/28/2016 12:47:01 PM

**City/State/Zip:** Dunwoody, Georgia 30338

**Company Complaining About:** AT&T

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## **Description**

The following group continues to send me unsolicited emails and when I request they stop, they inform me it will take 10 days to stop. They have not stopped

(b) (6) >

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[Ticket: # 780415 - internet & cell phone service](#)

**Date:** 1/29/2016 11:13:54 AM

**City/State/Zip:** Lexington, Mississippi 39095

**Company Complaining About:** AT&T

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### **Description**

internet & cell phone service goes out at least once per week.

---

**Ticket: # 778688 - Awful service**

**Date:** 1/28/2016 1:58:46 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

I've had Comcast Internet for only 3 months and have had 2 instances where the Internet has gone out completely, and days where it would go in and out and not connect. The first time my Internet went out it was for three days, and when I called the customer service line the technician couldn't diagnose the problem. It eventually came back on later that evening. In this instance I will have Internet connection out for an entire week before the technician comes to solve it. My line was cut when Comcast workers were fixing a separate line outside my building. They sent over technician two days later but he couldn't fix the problem, so now I have to wait another five days for another technician to come out which will total an entire week of no Internet. The Wi-Fi hotspot they gave me does not work and when I called customer service to get it working, they again could that help me. I have already gone \$30 over on my data plan on my phone because I have no working Internet.



---

**Ticket: # 778727 - comcast service**

**Date:** 1/28/2016 2:13:05 PM

**City/State/Zip:** Richmond, California 94805

**Company Complaining About:** Comcast

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### **Description**

internet stopped working. Over 2 week period, 3 techs came. Last one on 1/26/16. He promised me service would be repaired 1/28. No call, no repair. I called Comcast. Told there was nothing the service person could do. On hold for over an hour for supervisor. Supervisor never answered.

---

**Ticket: # 783243 - computer hack**

**Date:** 1/30/2016 9:33:02 PM

**City/State/Zip:** Spokane, Washington 99217

**Company Complaining About:** Comcast

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### **Description**

On 1-30-2016 At 5:15pm my computer began to show a down load of my tax info.  
I hear a vehicle with loud pipes going by the house each time I have a WIFI issue.  
I believe we have an Id. theft ring operating in our neighborhood.

---

**Ticket: # 779119 - scam call re: Windows**

**Date:** 1/28/2016 4:00:51 PM

**City/State/Zip:** Lexington, Virginia 24450

**Company Complaining About:** Reporting A Scam

---

## **Description**

I was told that our Windows system had been hacked by someone in Canada (gave a specific time last night). This person (Harry with an Indian accent) said that he needed to help us clear it. I told Harry I couldn't talk with him and to give me a number to call him back. That number is (b) (6) I called our internet provider who told me that this scam is going around now.

---

**Ticket: # 783528 - isp spoofing complaint**

**Date:** 1/31/2016 1:02:45 PM

**City/State/Zip:** Las Vegas, Nevada 89117

**Company Complaining About:** T Mobile

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## **Description**

HELP!!! someone is using my cell number for robo calling and I want to complain; Im getting calls from all over the United States and people that I have never called are saying that I called them! my number is (b) (6)

(b) (6)

Las Vegas, Nv. 89117

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**Ticket: # 779585 - connection**

**Date:** 1/28/2016 6:22:33 PM

**City/State/Zip:** Dade, Florida 33056

**Company Complaining About:** Apple/bingo

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## **Description**

The companies are the provider of wireless service base on the purchase of the phone. Monthly payments are made to Boingo, Apple is the company which server is access due to the product. iPhone 5c should be have connectivity, however everyone is interfacing.

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**Ticket: # 779982 - NUMEROUS ISSUES with Comcast!!!**

**Date:** 1/28/2016 10:02:00 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17050

**Company Complaining About:** Comcast

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## **Description**

My endless issues with Comcast began in November of 2015. I initially contacted Comcast because one of my cable boxes wasn't working properly. I also had gotten a newer (main) TV since the original boxes and wanted to know if there was a newer box that I would need. The agent over the phone told me that my boxes were not up to date and that they would send me a self install kit for to replace the number of boxes I currently have. Over the next few days I received several shipments of boxes. One HUGE box for services that I don't even receive or purchase. Also an additional shipment for an HDMI Cable, but again, I don't not purchase High-Def cable. So, I my house was full of cable boxes that I had no idea what I was to do with. 9 Total. I only have 4 T.V.s. I called back again, mind you each phone call is approx 30min-90 minutes in length. The agent agreed to send a tech to my house to figure out what was going on. I was assured the tech would be coming at no additional charge to me. The tech arrived at my house looking very confused as to why I would have so many boxes. His first statement was that I didn't need a single one of the boxes that was sent to me! I didn't even need to update any of them! In moving all kinds of cords around, the tech ended up taking the cords that belong to my DVD player with him. I realize that it was probably a complete accident. I notified Comcast on several occasions to see if my cords would be replaced. At which they kept assuring me that there was an open order to replace my cords. This is now 2 months later and they were still saying this as of two days ago! A little ridiculous! I was also charged for all of this additional equipment that I did not need or keep and charged for the tech which I was told I would not be charged for. My bill was adjusted accordingly when I called, but again, I spent a good amount of time on the phone trying to resolve this issue. Again, I mentioned the cords that were to be replaced and again was told there was an open order to the tech and that I needed to keep waiting. The original day that the tech was out to my house, he adjusted something outside with the wiring/cable/internet. Since that day in November my internet has been working intermittently. It disconnects multiple times a day. I work from home and this is very inconvenient! It is usually able to be reconnected by turning the wifi on and off from our devices in our home. Regardless, it is a hassle. But because I have had such terrible experiences with calling Comcast I just kind of dealt with needing to turn it on and off and losing signal. On Tuesday, January 26th I made another call to comcast about my DVD player cords that had not yet been returned and also to address the internet issue. FINALLY, I was told I most likely wouldn't get my cord back and was issued a credit to go purchase a new one. Next, I was told that a tech would be sent out to my house the next day (January 27th) between the hours of 8am-12pm to see what is going on with my internet. At 8:21 I receive a call from a gentleman who says he's a comcast tech and will be arriving at my house in approximately 10 minutes. About an hour goes by and I get another call from the same tech. The tech was given my Pennsylvania phone number when he was located in Georgia. He had a different name, a different address, but my phone number. He realized there was a mix up. I had set aside 4 hours of my day to wait for comcast and then was told that they could still come yesterday, but not until between 1pm and 4pm. EIGHT HOURS that I was asked to set aside for Comcast!!! I could not do that, so they rescheduled another appointment to have a tech come out this morning between the hours of 8 AM and 10 AM. The original technician that was out to my house in November was the technician that showed up today. He basically called me a liar without using that term, but told me that my Internet was working

perfectly fine. I explained to the man that it works intermittently. Sometimes, it seems fine, but there is not a day with out being kicked off the Internet multiple times. He continued to be persistent about telling me that my Internet showed it was perfectly fine. I can assure you that IF my Internet was perfectly fine I would not have spent so many hours out of my life on the phone with Comcast nor what I have wanted to set aside so many hours waiting for technician to come To my house to attempt to fix it. He did have a brand-new modem with him, but after doing a few things with wires or tweaking connections he told me that my old modem was better than the new one he had with him and did not want to replace it because now it would be fine. Now, not even 10 hours later my Internet continues to have the original problem. Lots of disconnecting, getting messages that say it cannot connect to the server. As you can imagine, after all I've been through with Comcast over the phone, waiting for a technician, one that was not able to show yesterday, and now one that was rude to me this morning, and needing to call Comcast again tonight... I am in far less than a happy customer. I've basically been paying for a service that does not work consistently at all and I've spent so many hours trying to get the problem rectified in feel as though I've been treated poorly. If there is any company that I have ever dealt with that I absolutely dread having to deal with at any point ever again it is hands down Comcast. After so many dealings and disappointments I feel as of though I could not let this go without filing a complaint. It took me a lot to get to this point and this is not something I've ever had to do with any other company so that may tell you just how disappointed I am in my Comcast services. My hope is that by notifying you, you may be able to help correct some of these things for customers in the future so that less people will have such an unpleasant experience with this company.

Thanks for your time.

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**Ticket: # 780021 - poor wi-fi service**

**Date:** 1/28/2016 10:43:24 PM

**City/State/Zip:** Wichita, Kansas 67205

**Company Complaining About:** Cox

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## **Description**

I have had this problem so many times. I have complained so many times. All I get is excuses and once and a while a rep will come and "fix" it but it's never fixed. We pay for the service, we should get what we are paying for. I am frequently told when I call that I probably have too many things trying to connect at once. I am not the wireless professional, but if that were the case why don't they fix it or tell me when they are installing, oh you can pay for all of this but it won't work most of the time because it's too much. How would I, the consumer know any of that, that's why they are the Cox professionals. We often have to turn our Wifi off on our cell phones in order to get a connection, which is through our provider, which uses our data. So that is 6 smart phones using our cellular plan's data because we can't connect with our Wifi, that's a lot of data. I had to get higher data plan because of overages. One of the times I called Cox about this a mgr saw that we had frequent interruptions and after arguing with him he refunded part of our overages for that particular month. I purchased wifi because of all of our cell phones. Do that we would not have to pay for a bigger data plan on our phone plan. I am so tired of paying for services and not getting what I pay for. Thank you



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**Ticket: # 780106 - Comcast not repairing their lines.**

**Date:** 1/29/2016 12:06:36 AM

**City/State/Zip:** Roseville, California 95661

**Company Complaining About:** Comcast

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## **Description**

Since sunday night I have been experiencing horrible phone quality and drop in internet. Getting High Ping, High jitter and up to 55% packet loss. I have called multiple times to comcast and they keep saying it is fixed even even had a tech out here today 1/28/2016 between 4pm-6pm pst. He went through and said it was an outside line that was cracked somewhere and it was replaced saying the problem would not crop up again. However preciously at 7pm pst like the past couple of nights it returns to the horrible quality. Calling again to the support has gotten me no where and they say they have to send another technician because it can be fixed. So I have been lied to that this was getting resolved with any certainty and they keep just going in circles. They are not repairing their lines, and it is not just my apt that is having issues the Technician that was out today said there were multiple out in the same area. The person on support tonight says they wont have another person out until saturday before it is even considered of being sent to their maintenance team to fix the issue. What this leaves me in is a horrid position where I have no real night time access to my internet or only phone. I will add my phone number into the slot below but anytime after 7pm pst it becomes staticy and hard to hear or speak to anyone through.

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**Ticket: # 780240 - Comcast service**

**Date:** 1/29/2016 8:26:47 AM

**City/State/Zip:** Port St Lucie, Georgia 34953

**Company Complaining About:** Comcast

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## **Description**

Once again comcast corporate miscommunicated the credit that should of been applied to my account. Again tried to contact them nothing but attitudes and people hanging up on me. Amazed at this horrible customer service. 6 days still waiting for corporate to call back!!! (b) (6)

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**Ticket: # 780951 - SPAM Texts**

**Date:** 1/29/2016 1:57:48 PM

**City/State/Zip:** Vancouver, Washington 98684

**Company Complaining About:** Google Voice

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### **Description**

I have asked this company repeatedly to STOP sending me texts. I have never given them permission either orally or written, to send me texts. This company uses different numbers each time the spam me.

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**Ticket: # 781308 - Hackers getting into our ISP and data usage**

**Date:** 1/29/2016 3:43:55 PM

**City/State/Zip:** Burlington, Iowa 52601-4314

**Company Complaining About:** Mediacom

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**Description**

Explanation note - this is the note we sent to Mediacom. We're hoping the FCC might be able to work in conjunction with the FBI Cyber Crime Unit and legislators to stop the sales of programs that help hackers commit these Internet crimes. We don't want to be singled out for crimes hackers commit while illegally tapped into our Internet data stream. We don't condone, permit or otherwise want this situation and since it was mentioned these programs are available on the open market, isn't there a way for the government to stop that?

1-29-2016

To Mediacom regarding the overage / hackers

Hi,

This is the second month in a row that we have been hacked into and someone has taken us over the limit on our data usage. We're VERY thankful that your CSRs are savvy to this kind of thing. The CSR/Tech, Jeremy, who helped us today has now created a hidden WiFi and said that only someone with a 'packet sniffer' hacking program could find our WiFi again and he highly doubted this would occur, so we're very happy now. We don't want to a) have to pay for any extras and Jeremy assured us he would credit that because he saw that in the past 3 days someone had downloaded 64Gb, 101Gb and 49+Gb of data bringing us, at the time of this note, to 104% of usage.

I'm turning this hacker activity in to the FCC, the FBI Cyber Crime Unit, and our local Congressman, Dave Loebsack, District 2, Iowa, because the fact that Jeremy told us that these hackers can purchase these programs right online is very, VERY unnerving because he said that if they do something illegal it would be blamed on me and I don't even know who's doing it?!

Jeremy also said there's no way to find out who's doing this? I think if people can invent a program to do the darn thing then smarter people in your company should either be able to devise a system that blocks them out or a program that detects they're not us and cuts them off so we're not put under suspicion of any wrongdoing. I know, it might be a dream, but I feel it's a good one and not an impossibility.

If it's happening to us, it's happening to millions, only by the sheer audacity that it's available on the open market?! Wow.

But in closing, we'll monitor very closely and as soon as we see any weird activity, if any, we'll call Mediacom that minute!

Thank you all and thank you to your wonderful, informative and helpful CSRs / Techs!! :-)

Sincerely,

(b) (3) (A), (b) (6)

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[Ticket: # 781608 - Loud, Clear Radio voice interference of business/amateur transmissions](#)

**Date:** 1/29/2016 5:12:34 PM

**City/State/Zip:** Indianapolis, Indiana 46278-1890

**Company Complaining About:** AT&T

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## **Description**

Years X2. Operator states "40222 - Indianapolis, IN." "Brass Monkey" "Double Double Triple 2" "Reading the Mail" Have 50 mins. of recordings over time. Broadcast interferes with FM Radios + over Computer speakers. I am in zipcode 46278. Northwest Indianapolis, northwest of Speedway.

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**Ticket: # 782152 - Eyeo's unauthorized tampering with the functionality of my website**

**Date:** 1/29/2016 8:57:17 PM

**City/State/Zip:** St Louis, Missouri 63125

**Company Complaining About:** Eyeo Gmbh (ad Block Plus)

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## **Description**

the ad blocking company Eyeo has produced software, Ad Block Plus, that interferes with the functionality of my website without my explicit consent. Why does the FCC allow the creators of such software to continue to steal from publishers? My website is my property, plain and simple. If the FCC fails to act, I promise I won't, and I will take every legal action possible against Eyeo.

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**Ticket: # 782220 - phishing off internet ploy**

**Date:** 1/29/2016 10:07:16 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** Comcast

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## **Description**

while on Google Chrome maps, a pop up took over my lap top and kept announced that my computer had a virus and to call Microsoft at 800-741-4144. that number leaves you on hold until you leave a voice message with you r phone number for them to call back. As I wasn't going to give them my phone number, I am unable to identify the company (other than Google who allowed the pop up) that set up the phishing. In addition to this complaint against Google, I would like to know to whom the phone number belongs so that I may file a complaint/sue them , belongs to so

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**Ticket: # 782226 - Mobile Jammer**

**Date:** 1/29/2016 10:13:00 PM

**City/State/Zip:** Spokane, Washington 99217

**Company Complaining About:** Comcast

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## **Description**

I have noted that when My Internet connection wifi quits there is a vehicle that is always present in the area



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[Ticket: # 782614 - data package injection by suddenlink communications](#)

**Date:** 1/30/2016 12:30:01 PM

**City/State/Zip:** Bryan, Texas 77802

**Company Complaining About:** Sudden Link

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## **Description**

Sudden-link started injecting their own custom tailored package into my system to show up notices that are custom tailored to me. They are probably snooping into other communications that I might have had.

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**Ticket: # 782966 - Horrible service with frontier communication.**

**Date:** 1/30/2016 4:36:54 PM

**City/State/Zip:** Wonder Lake, Illinois 60097

**Company Complaining About:** Frontier Communications

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## **Description**

I am a customer of frontier communication. My internet service went out in December, when I reported the issue they said it would be two weeks before they can come out and fix the issue, which was December 15, I called to verify they were still coming out that day and was told now it will be dec 16! Which came and went. Than I was told the 17, which came and went. Finally a service tech came out and only did a temporary fix, and said they will be back to do the correct job when the weather is better! Today is Jan 30 and no one has been back. I understand they may first be able to fix it when the ground is not frozen. With this being said, after 3 weeks without service, before they did a temporary fix I requested a credit to my bill. They agreed and said it would show up on my February statement. A zero charge and also a credit of 44.99. Unfortunately since I was on auto pay I was not told to cancel that so that my credit card would not be charged, until I spoke with a representative today. The first rep I spoke with today Josh was very rude, many unhelpful. I asked to speak to a supervisor and was put on hold for 20 minutes. Which at that time I hung up and called again to speak with another customer service rep. That's when I was told to cancel my auto pay and she will credit me for the next two months. Her name was farvette. Over the course of my communication with them when my service was out, I was told they will keep me informed via email and phone calls. Which they never did. I spent hours on the phone with multiple people including supervisors with promises, to no avail. Frontier way of taking care of their customers is implorable and I have no clue how they remain in business. In fact I was told by an employee of theirs to contact the fcc and put in a complaint because when it comes to servicing their customers they are horrible. That they want to do the work, but that frontier will not give them the overtime or the manpower to correct service calls. By time they get out to do the job the customers are upset with them. This is not a way to run a business. Because of the loss of my internet I was forced to go seek internet connections for my job elsewhere. When I told frontier that I need Internet service for my job, they were in no hurry to correct the situation. So for 3 weeks I was inconvenienced. On top of they their promise to credit my bill was not taken care of, this was suppose to be taken care of on dec 30! I am limited with the carriers we have in our area, so I think that's why frontier thinks they can get away with littler lack of concern for their customers. Please look in to this matter for me. Thank you so much. Sincerely (b) (6)

Ps I might add that the employee who told me to contact the fcc was not the one who came and did the repairs. It was a employee I spoke with when he was doing work at another location. To ask him for his advise on why it would take two weeks before someone can come out and do the repairs.

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**Ticket: # 783021 - FRAUD/ CONNECTION**

**Date:** 1/30/2016 5:40:08 PM

**City/State/Zip:** Carol City, Florida 33055

**Company Complaining About:** Boingo

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**Description**

A CONSUMER WITH APPLE, PURCHASE THE PHONE AND THE TWO YEAR IS EXPIRED SINCE THE PURCHASE HOWEVER A DIFFERENT PROVIDER HAS BEEN PURCHASE. A PAYMENT MONTHLY HAS BEEN MADE AND APPLE REFUSE TO CONNECT THE POWER ON THE PHONE. THERE'S NO STIPULATION WITH THE PROVIDER. APPLE IS THE OWNER OF THE IOS WHICH WILL ALLOW THE PHONE TO CHARGE.

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**Ticket: # 783407 - Stop Internet Domain Squatters****Date:** 1/31/2016 9:32:18 AM**City/State/Zip:** Brooklyn, New York 11217**Company Complaining About:** This Is Not About My Isp

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**Description**

This complaint does not apply to one specific entity/business - this is a complaint against Internet Domain Squatters. These are lowlife companies that buy URLs from Domain leasing companies like Godaddy and then do nothing with them, hurting legitimate businesses from using them or extorting incredible amounts of money to hand them over. For instance, my colleague was looking to buy a domain and it was already registered to a squatter. The squatter wanted over \$10,000 for an obscure domain that they were not using - just sitting on. This is as detrimental to the economy and society as a slumlord in the real estate industry. The United States must be a leader and take a stance against any businesses or individuals that sit on domains as they are actually hurting the economy (not to mention killing tens / hundreds of MILLIONS in potential tax revenue). This is an easy stance to take and action to get started on - INTRODUCE LEGISLATION TO STOP INTERNET SQUATTING.

Thank you!

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**Ticket: # 783577 - unwanted spam**

**Date:** 1/31/2016 2:05:43 PM

**City/State/Zip:** La Puente, California 91744

**Company Complaining About:** Verizon

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## **Description**

I keep receiving unwanted spam on my smart phone and my home computers

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[Ticket: # 783686 - packet loss, they will not fix it...](#)

**Date:** 1/31/2016 4:30:57 PM

**City/State/Zip:** Cumberland, Maryland 21502

**Company Complaining About:** Atlantic Broadband

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### **Description**

I've been having packetloss to everything including my modem i will post pics, im getting the run around that " I'll update the ticket to see what engineers said" "they haven't said anything yet" been like a month now...

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**Ticket: # 783824 - Comcast is altering data requested from third parties**

**Date:** 1/31/2016 8:26:34 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

Comcast is altering the content of third party websites. This is completely unacceptable. By modifying other people's content that content can no longer be trusted. This sort of behavior is despicable and not something an ISP should be doing.

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[Ticket: # 784077 - Disruption of Internet Service](#)

**Date:** 2/1/2016 10:05:33 AM

**City/State/Zip:** Naples, Florida 34104

**Company Complaining About:** Comcast

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## **Description**

The internet continues to go out and Comcast does not fix the problem



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**Ticket: # 784922 - Blacklisted IP Address****Date:** 2/1/2016 3:08:27 PM**City/State/Zip:** Antelope, California 95843**Company Complaining About:** Comcast

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**Description**

Comcast has issued to me a KNOWN blacklisted IP address (via their DHCP service). I am told I have no recourse to resolve or correct the blacklist issue. After numerous phone calls to Comcast (1st and 2nd level support as well as their retention group) I am told my ONLY option is to sign-up for a Business account so that I can receive a Static-IP address (which will not include TV service). To have video/TV service I would need to keep the current account and pay accordingly.

Service for both accounts would be \$122 and \$105 (\$227/month). Comcast clearly indicates that they are unwilling to resolve blacklisted IP address due to the fact they have so many ??

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**Ticket: # 785104 - Calls made to 914-482-7934**

**Date:** 2/1/2016 3:57:45 PM

**City/State/Zip:** White Plains, New York 10603

**Company Complaining About:** Verizon Wireless

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### **Description**

I get unwanted calls (most recently from 914-482-7706, but otherwise I get other calls from 914-482-xxxx numbers as if same starting number is used to trap me) during business hours when nobody is supposed to call me on my personal telephone number. I use this number for vital messages from Mom and Doctors, as well as family members in need. This is not for marketing at all.

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**Ticket: # 785187 - Unwanted Texts****Date:** 2/1/2016 4:22:10 PM**City/State/Zip:** Medford, Massachusetts 02155**Company Complaining About:** Sprint

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**Description**

I have been receiving many texts and phone calls from a bunch of different numbers for franco asking about making money from home and a things like this. I have tried blocking them directly on my phone but they always change the numbers, and I am beyond frustrated. the following are the numbers that have contacted me:

1-405-779-1686

1-352-239-4671

1-352-239-3242

1-365-239-9405

1-405-779-1408

1-405-779-3149

1-850-619-7301

1-352-598-0241

1-747-225-8678

1-402-448-6422

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[Ticket: # 785687 - Can't get a problem escalated.](#)

**Date:** 2/1/2016 7:15:36 PM

**City/State/Zip:** Vancouver, Washington 98663

**Company Complaining About:** Comcast

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## **Description**

I've called and chatted with Comcast about a DNS/ intermittent connection problem a few times in the past couple weeks. At the end of every conversation, I'm told they would escalate it to a higher tier, and I'd get a callback from that tier. I never get a callback and when I've contacted them about it, they tell me there is no ticket available, and/or they have scheduled a site visit, even though I have not approved of a site visit.

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**Ticket: # 785740 - COMCAST Intermittent connectivity**

**Date:** 2/1/2016 7:32:28 PM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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## **Description**

I have had my current problems with Comcast's services for 3 weeks now. I have spoken to nearly every customer support representative at Comcast. I have followed every single trouble shooting technique. None has worked. I have had 2 technicians come out and they reset something so the internet works for a total of an hour.

After they leave, the service is out again and we have to wait an additional week for a technician to come again. In the meantime I am chewing through my cellular data trying to do school work, which I would normally do with comcast internet.

It is utterly ridiculous how they treat their customers. They make promises that they will call you the next day but those calls never come. I record all of my phone calls so I'll be glad to provide that evidence.

Comcast expects me to pay my bill in Full for this month, but I refuse to do so since I have only had service for 1 week in this billing period.

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[Ticket: # 785910 - wiretapping](#)

**Date:** 2/1/2016 9:09:51 PM

**City/State/Zip:** Sun Valley, California 91352

**Company Complaining About:** Santa Clarita Library

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## **Description**

The representatives at the Santa Clarita library system and at the Burbank Workforce office wiretap my internet use by calling out the web pages that I visit out loud as I am doing job searches and filling out online applications. While looking for music

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**Ticket: # 785956 - israeli cyber spam attack**

**Date:** 2/1/2016 9:46:28 PM

**City/State/Zip:** Brooklyn, New York 11219-1701

**Company Complaining About:** Comcast

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## **Description**

to whom it may concern.

we are being attacked daily any time we open our computers by some companies who uses our thirst of knowledge to know what is going on in the middle east by many companies of telephone companies or insurance ,etc in the tens if not hundreds of them,they slow our computers,they steal informations and who knows what else.we cant open our p.c without seeing them and it is just impossible to conduct business as usualplease,help us to erase those pessts before they will break our communication.we are senior citizens and computers are our way to know whats going on.we cant let those pests rule our lives,please,help us eradicate those

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**Ticket: # 786122 - Failure to provide data services**

**Date:** 2/1/2016 11:50:31 PM

**City/State/Zip:** Orofino, Idaho 83544

**Company Complaining About:** Frontier Communications

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## **Description**

I have a business account with Frontier Communications and have purchased their 20GB/month data plan. They freely advertise, promote and have links all over the place for the purchase of additional data if you run out. Problem is, they never deliver it. They say you can have more, but you can't. I'm struggling to run a business on 20GB, which in today's technological environment is a paltry amount. I realize I have to pay, but they could at least deliver the promised product. Every month it's the same - I call in, I order more data and they never deliver. I have to spend the last 10 days of the month on throttled service. When you click on the link to "purchase tokens to restore internet" it's a dead link. When you call Customer Service, they promise they will deliver and they never do.



---

**Ticket: # 786154 - Virgin mobile denial request to unlock iPhone 5**

**Date:** 2/2/2016 12:51:12 AM

**City/State/Zip:** Tallahassee, Florida 32310

**Company Complaining About:** Virgin Mobile

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## **Description**

I have contacted Virgin mobile with an attempt to unlock a phone I purchase second hand off gazelle.com. Virgin mobile said it was impossible to unlock my phone to take to another provider. I was told Virgin mobile would not unlock the phone, but informed me that I was able to activate a new service with virgin mobile. If I completed 3 months of service with virgin mobile they would then grant me permission to unlock my phone. The phone in context was an iPhone 5 that was sold in 2013. The phone was unlocked from sprint and used on virgin mobile network. My complaint deals with the handling of virgin mobile network with handling of unlocking procedures.

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**Ticket: # 786215 - Internet poor signal**

**Date:** 2/2/2016 3:28:27 AM

**City/State/Zip:** Wilmington, North Carolina 28412

**Company Complaining About:** Time Warner

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## **Description**

Time Warner cable is the service provider for my home TV, home phone, and Internet. The Internet service is WiFi one of their top tier speeds; I'm paying over 200.00 for all 3 services bundled. The Internet signal and cable signal constantly goes out, every other night. When I call Time Warner 800-892-4357 for tech support, the company has a recording that gives the same excuse; they're processing maintenance updates on the network. Remember this is every other night, channels will go out, not all channels but cable goes out, the basic channels remain. I work for a cell company that does maintenance updates but customer cell services are not interrupted. I am piloting for my job working from home but with unreliable Internet service this will be a missed opportunity for me.

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**Ticket: # 786192 - ATT and Verizon Wireless**

**Date:** 2/2/2016 2:19:30 AM

**City/State/Zip:** Flushing, New York 11354

**Company Complaining About:** AT&T

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### **Description**

For the last five years my apple devices and my computers have been hacked into resulting in loss of income and inability to practice free speech. I believe in free press.

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**Ticket: # 786315 - Too much WIFI**

**Date:** 2/2/2016 10:14:32 AM

**City/State/Zip:** Birmingham, Michigan 48009

**Company Complaining About:** Wow

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## **Description**

We are experiencing some problems from the wifi in our area. These problems persist if our own router and modem are shut off and if our electricity is shut off. It is very difficult to sleep here or to concentrate when it is quiet. Ambient noise disguises the problem but it persists in our large yard as well as within our house. Is it possible we are in an area where multiple wifi sources are overlapping? This problem began on April 15, 2015 and has continued 24/7 since that time. Not everyone is sensitive to this problem, but it is not isolated to one individual. Similar issues seem to be broadcast in some other areas of our community. Is there anyone who can look into the possibility that the wifi in the area of our home is stronger than is necessary? The symptoms we experience are a very uncomfortable high pitched frequency that is just audible enough in a quiet setting to make it very difficult to enjoy nature or to rest. This same noise/feeling is NOT PRESENT in areas where wifi is unavailable. This is what led us to deduce it is the wifi or some broadcast tower that is responsible. We are also in the landing pattern of the troy airport and have asked them if any changes have been made there that might be broadcast in this line of flight out to the perimeters of our property which is about 1 mile due west. Any investigation you can do into this problem will be greatly appreciated. This is an ongoing problem that we hoped would resolve itself but is clearly not going away without an investigation. This problem was unchanged by a change in our cable company. Thank you.

Sincerely, (b) (6)

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**Ticket: # 786483 - Comcast Service**

**Date:** 2/2/2016 11:14:13 AM

**City/State/Zip:** Bloomington, Illinois 61701-4755

**Company Complaining About:** Comcast

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### **Description**

I am being billed for a SERVICE that is NOT being provided. Comcast has failed to provide a constant working Internet/Cable service to our address in Bloomington, Illinois. Numerous calls to their "help" departments have gotten little to no response.

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**Ticket: # 786474 - posting hoax**

**Date:** 2/2/2016 11:11:24 AM

**City/State/Zip:** Forreston, Illinois 61030

**Company Complaining About:** Comcast

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### **Description**

they are requesting you to call a phone number so you can contact them, that way you can drop off your "extra" guns over 3 per the executive order by the President... the number they are using is

(b) (6) <http://abcnews.com.co/obama-signs-executive-order-limiting-us-gun-owners-to-three-guns/>

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**Ticket: # 787598 - fraud**

**Date:** 2/2/2016 5:01:52 PM

**City/State/Zip:** Augusta, Georgia 30906

**Company Complaining About:** AT&T

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**Description**

someone has hacked in to my online service and charged my amazon account

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**Ticket: # 786749 - BUSINESS INTERNET & PHONE**

**Date:** 2/2/2016 1:06:03 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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## **Description**

I am a Primary Care Physician with a private practice serving over 2000 patients.

On any given day I see 30 + patients in my office. All of our patient information is via Electronic Medical Records. All prescriptions are sent to pharmacies electronically. After all of the cost and sweat and tears to convert to electronic services I went with Comcast business advertised as the fastest service available three years ago. Everything has gone well until September when we started with phone and internet droppings and services slowing down. We have spoken to engineers out in Denver to everyone we could get a hold of. It appears the capacity in this area has been full and the service can not be fixed. I believe they should have been honest upfront and either lay new fiber or stop selling services they can not provide. I am sure they were aware this was coming and nothing has been done to prevent the future problems we are having now in real time. No one has had the courtesy to explain and try to come up with a solution that is adequate. WE are a primary group and we handle hundreds of calls daily and need internet services daily to provide the care our patients need. My patients and I have been inconvenienced on numerous occasions due to Internet & Phone issues. This is unacceptable!



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**Ticket: # 786841 - Suddenlink Data Cap**

**Date:** 2/2/2016 1:39:04 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has placed a data cap on their customers accounts. We have pay a lot of money for this service and were never notified. We found out on Facebook by friends going over their caps.

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**Ticket: # 786835 - misinformation being published**

**Date:** 2/2/2016 1:38:34 PM

**City/State/Zip:** Nyack, New York 10960

**Company Complaining About:** Verizon

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## **Description**

I recieved a letter from simon rothchild today. It claims that they are real estate .investors, counselors looking to buy houses in my area. They say they saw in the legal notices that my house is scheduled for public auction. I called them to find out where they saw this. (b) (6) then told me that he got this information through listsource.com. I contacted list source and was told by (b) (6) that they take information from the county and publish it to sell to the public. This information is a lie. This company should be shut down for publishing lies and unverified information.

---

**Ticket: # 787274 - Charter is a Stalker**

**Date:** 2/2/2016 3:36:47 PM

**City/State/Zip:** Belton, South Carolina 29627

**Company Complaining About:** Charter

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## **Description**

Charter is wiretapping our phones and internet service. This has been on going since 2009, but has become unbearable over the last 3 weeks.

Our internet service is being re-routed to Canada, and also it is being re-routed through various, networks of local and otherwise service areas..... They used our wireless service to hack our computers after a download of their security sweep.....

---

**Ticket: # 787036 - Internet connection from att**

**Date:** 2/2/2016 2:34:48 PM

**City/State/Zip:** Groveland, California 95321

**Company Complaining About:** AT&T

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### **Description**

I have dsl internet connection from att! And often I can not open up a webpage. I called many times and talk for many hours on the phone to att and they say I have connection. All my items are on wireless and show me full bars but I still can not often open a webpage!

---

**Ticket: # 787403 - Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 2/2/2016 4:11:07 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

---

## **Description**

This is a follow-up to your previous request #749684 "ELECTRONIC HARASSMENT ELF J..."

The names of some of the juvenile individuals involved can be heard in the audio of a lot of the film clips i will post. I have photos as well addresses.

#749684

Please see my Youtube channel at DON THEKICKASSTI. I have some of the suspects on my channel more videos will be posted.

Tank you

---

**Ticket: # 788243 - Help!!**

**Date:** 2/2/2016 9:22:16 PM

**City/State/Zip:** Boise, Idaho 83702

**Company Complaining About:** Cable One

---

## **Description**

For the past 3 months, on average, the wireless internet drops about 4-5 times per day. I work from home and use Cable One to run my business.

I do not use a lot of bandwidth. I merely check emails, and communicate via Facebook.

I have called Cable One in Boise to figure out a solution and they are not being very helpful. I have wasted almost 24 hours on their "customer service" line and none of their fixes worked.

Someone said that when too many people log onto their wireless internet the entire system drops. How is this fair? I paid for RELIABLE internet service and Cable One is refusing to acknowledge there is a problem or an issue. They are making millions of dollars a year in profits and refuse to invest in better equipment.

How is me expecting the wireless internet to work unreasonable? This happens every single day starting around 5pm and it doesn't stop until 1am.

I am losing time and money having to deal with this.

Not to mention that the local Boise government is in cahoots with the cable companies so basically Cable one and Century have a duopoly on the internet in Boise.

Can you please reach out to Cable One and make them fix this issue? We're getting ripped off here by Cable One and their customer service reps are refusing to acknowledge this is a MAJOR ongoing issue.

Run a Google search for "Cable One Boise" and you will see multiple people who have gone on Yelp and Google reviews to complain about the subpar internet service.

---

**Ticket: # 788351 - internet interference**

**Date:** 2/2/2016 10:49:56 PM

**City/State/Zip:** Sawyer, Oklahoma 74756

**Company Complaining About:** Us Cellular

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## **Description**

Drones or satellites are interfering with internet connectivity. I did put a sign toward their direction then they backed up and internet became better almost immediately. Why do I have to put a sign up to tell them they are interfering with the internet? Shouldn't they know by now, their boundaries? It takes minutes to load a page and sometimes doesn't load at all. The interference is terrible.

---

**Ticket: # 788390 - T-Mobile "Binge On" Throttling**

**Date:** 2/2/2016 11:21:41 PM

**City/State/Zip:** Wilton Manors, Florida 33305

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile's Binge On service was activated without my permission and began throttling my unlimited internet service thus forcing my Youtube streams to revert to 480P. If I manually selected 1080P the video would buffer approximately every 5 seconds for a duration of roughly 5-10 seconds at a time before continuing. This happened despite a speedtest.net test that resulted in a reported speed of 50Mbps download and 30Mbps upload with a ping of 29ms. Upon activating a VPN Youtube began loading flawlessly at 1080P despite the increased latency and reduced connection speed. The only conclusion is that T-Mobile is selectively throttling video streams, giving them just enough bandwidth to allow them to play at 480P or "DVD quality" to quote their own page.



---

**Ticket: # 788444 - CONTNUED SPAM emails and Internet Interference**

**Date:** 2/3/2016 12:35:15 AM

**City/State/Zip:** La Mirada, California 90638

**Company Complaining About:** Time Warner

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### **Description**

continue to receive spam emails with no properties listed---cannot even block or bounce them. also when attempting to report on Internet Explorer, message pops up stating "Internet Explorer not working". This is second time reporting spam.

---

**Ticket: # 788481 - Re: [FCC Complaints] Re: Follow Up w/ Att&T Compliant #192115**

**Date:** 2/3/2016 1:57:05 AM

**City/State/Zip:** Duncanville, Texas 75138

**Company Complaining About:** AT&T

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## Description

This is a follow-up to your previous request #412815 "Follow Up w/ Att&T Compliant..."

I would like the name and contact information for a Supervisor, who have a little more insight. You, yourself can NOT explain there response and you have allowed At&t to put words in my mouth! So, you have failed at your job! I don't know what is going on here, and why this company is allowed to steal from consumers at every level! What is the role and purpose of this agency? You have failed to do your job and protect the consumer! It is not an issue of being unsatisfied, its an issue of being ripped off and the policing agency failing to act on the consumer behalf.

On Monday, February 1, 2016 3:19 PM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv3430879403 table td {border-collapse:collapse;}#yiv3430879403 body .filtered99999  
.yiv3430879403directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

---

**Ticket: # 788510 - Interference**

**Date:** 2/3/2016 6:21:03 AM

**City/State/Zip:** Baraboo, Wisconsin 53913

**Company Complaining About:** Boost Mobile

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## **Description**

Hello does anyone work at the fcc offices. I am getting illegal interference to my internet connection on a nightly basis. You are supposed to be policing this interference. I can direct you to the county of Sauk (suck) dispatch where you will find middle class women exploiting poor men illegally for money and power that comes at absolutely no surprise to these minority working class women and their chauffeur men.

---

**Ticket: # 788654 - Century link broadband**

**Date:** 2/3/2016 10:53:55 AM

**City/State/Zip:** Glen Allen, Virginia 23059

**Company Complaining About:** Centurylink

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## **Description**

I have many complaints. Century link only works 40-50% of the time(and that's being generous, as we had it for 2 days in the month of January), and when it does work, it practically shuts down every evening when all my neighbors get home from work around 5pm. I call almost every week, they'll transfer you 10 times before the last representative hangs up on you and you have to start from square one and generally nothing gets resolved. This happens weekly over the last 3 years. I have over 300 hours on the phone with them. I run a landscaping company out of my property and my girlfriend is finishing her masters degree online. We now have taken to driving 15 minutes in each direction to the gas station to send any invoice, email, or paper she writes. I just recently learned(from my century link tech support who comes to the farm and lives near me) that my neighbors complained enough to the point that they receive a credit every month of 40 dollars off their total bill because their Internet is so bad.(I've been fighting to get credited for the last 3 years) Who pays our bill for wasted fuel and time? I called 50 times complaining and now I finally get a 10 dollar monthly credit now. I tried to get back-credited as well. They owe me 1410.00, in back credit from the day I started service at a rate of \$40 credited back per month(as this is the day the problems started). They laughed in my face. Just the other day. I had to send out invoices from clearing snow from the blizzard we just had in Virginia. We hadn't had Internet for a week at that point. I call centurylink and end up on the phone with them for 5.5 hours. I explained to them that I was suppose to come home, send invoices and go out to plow again at \$185.00 /hr, instead I was losing 185.00/hr talking to them. Who pays that bill? Do I send century link one? This same situation has arisen Time and time again.

I have been told over and over again since January of 2015 that the issues would be addressed. They told me march 2015 it would be addressed, they told me again in August 2015 and then they finally told in October 2015 that the problem was indefinite. I have no other options in my area. Im at the point where I want to sue them. I don't know what else to do. I've gone so far as to try and get Verizon to buy them out in my area as it is a small island that century link controls and Verizon complete surrounds their service area. They told me they've invested over 1.5 million in the last year and they won't give it up. Please help me. The stress and emotional duress from this situation has me at my tipping point. I have a business to run, a farm to run, and a girlfriend who has 2 classes left to complete her masters all of these things require to have uninterrupted internet. I don't know what else to do. Thank you for your time.

---

**Ticket: # 789124 - Intermittent issues with Uverse Internet**

**Date:** 2/3/2016 1:16:23 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** AT&T

---

**Description**

I have a bundle package with AT&T Uverse

I pay over 250 monthly for TV Internet and House Phone

Every single day the service goes out for approximately 2-3 minutes at times 5 or more time daily

I periodically work from home and sometimes I am in the middle of presentation or on a GTMeeting which gets cut off

This is counterproductive on my part and not to mention humiliating being an IT professional

To make matters worse, each time I call Uverse I am told that I have two accounts.

To my dismay, the phone number I have is recycled and they have merged my account with someone else so GOD knows who has my information

I contacted AT&T on 020316 and got no resolution from Sashanna who gave me a mouthful

---

**Ticket: # 789201 - hackers say from microsoft trying to get money for protection**

**Date:** 2/3/2016 1:32:48 PM

**City/State/Zip:** El Cajon, California 92019

**Company Complaining About:** AT&T

---

### **Description**

Lock out computer, claim they are representative of microsoft say microsoft hacked must pay for computer virus protection sanctioned by microsoft, must pay or will continue to be locked out. Left phone numbers, happened twice. Their #'s are 888 999-9878, 855 367-8251 person named (b) [REDACTED], also 844 609-0909. Microsoft suggested I contact you. (6)

---

**Ticket: # 789278 - Service problem--lack of response by Comcast****Date:** 2/3/2016 1:50:34 PM**City/State/Zip:** Boca Raton, Florida 33434**Company Complaining About:** Comcast

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**Description**

I cannot get access to a specific AICPA website (Event.on24.com) to take training. It worked for a while but suddenly stopped. When I go over to my next door neighbor who uses AT&T I get right through with no problem. This problem has existed for over two weeks. Have talked to Comcast numerous times. One of their technicians did a tracer on my signal and determined that it was being blocked by Level Three Communications in Denver. The tech suggested I contact Level Three but I explained to them I have no relationship with the company. They were supposed to contact Level Three Communications but have done nothing. They gave me a ticket number which is CR 548199893. I asked if someone would contact me about the issue and they said I could only call back and go through their normal customer service line which is tedious and not helpful. No one seems to know the status of this job. There is a Comcast person in our development who I contacted but she could do nothing and could not even determine the status of the ticket. Thus far I have missed out on over 20 hours of training which I need for my certification as a CPA. In the past two weeks I have spent over 20 hours on the phone with them. Please help.

---

**Ticket: # 789930 - wifi jamming**

**Date:** 2/3/2016 4:28:42 PM

**City/State/Zip:** Humble, Texas 77346

**Company Complaining About:** Comcast

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## **Description**

My neighbor continuously opens and closes their rear door (their yard backs to mine) and apparently are using a device to jam my wifi. I say this because unless they do this i have uninterrupted high speeds including Netflix and YouTube. However as soon as they open the door my wifi bars drop, my battery quickly weakens (if not plugged in) and I am disconnected from my wifi. They seem to do this at will and at all times of the night. Many times it seems we battle for MY signal. They keep opening and slamming the door, and I open new browser windows to get access to a connection. Once when we had this "battle" it appeared the Mr. got angry and made a phone call to someone and angrily spoke in a loud voice at about 4:30 am on his back porch. i do not know why at midnight or 2 am or 4am he comes outside while I am on the internet.



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**Ticket: # 790214 - Spam Text Messages**

**Date:** 2/3/2016 5:44:38 PM

**City/State/Zip:** Carrollton, Texas 75006

**Company Complaining About:** Time Warner

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**Description**

\*\*\*Please note: The link to file a complaint about text messaging found on this page:

<https://www.fcc.gov/consumers/guides/spam-unwanted-text-messages-and-email> landed me here. It does not appear that this is the right page, but this is where I have been sent. I am selecting interference simply because Internet Issues is a required field and I can't submit anything without selecting something there \*\*\*

I have received several unsolicited text messages from phone number 214-541-5156. I asked them to stop and received additional text messages. This is for a "foggy window" company that I have never contacted at all, and have never consented to emails, phone calls, or text messages from this company.

---

**Ticket: # 790399 - Security at Time Warner Cable; Actions of the Partnerships**

**Date:** 2/3/2016 6:36:23 PM

**City/State/Zip:** Bowling Green, Kentucky 42104

**Company Complaining About:** Time Warner

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## **Description**

Greetings

We have had cable Internet for about 25 years, Starting with Millenium, then Insight and now Time Warner Cable. I am at 15 mb/s. There are three of us that use this service regularly.

### **Security Issues**

AD attacks from Amazon, Time Warner Cable 107.14.38.0/24, 172.223.0.0/16-172.225.0.0/16 LLNW 208.111.168.6 & 208.111.168.7. and others.

Spook calls "MUMBAI SPOOKS" as one customer called them-proclaiming to "Microsoft". With the amount of hacking going on-how are we supposed to know the difference? They barely speak english they will ask you a question and when you answer it-there is a long period of silence.

BOTS from the 45.0.0.0/8 and 5.0.0.0/8

I cannot download Linux to upgrade from the legacy versions to the new versions. The downloads just stop. My honeypot is custom made and warns me of De-synchronization attempts.

I cannot setup linux with my connection as it corrupts the setup. I cannot setup certain other distros which require immediate updates before a desktop can be installed, therefore it cannot be installed offline.

Other forms of maliciousness like Stun Discoveries, Attempted Speed Cracking of firewalls, Bricking of Firewalls (10 LOST @ \$500 a piece.)

Port knocking from our China, Russia, Belgium, Netherlands, Throttlebacks from Akamai, Aol, Amazon, China

RAT's received from China, Russia and Netherlands.

MALFORMED PACKETS, HTTP, HTTPS, PNG, TCP FLOODS, UDP ABUSE, DESYNCHRONIZATION, WEBSOCKET ATTACKS, Hacking.

Now with all this going on, do you really think that the free and open internet will fly with the public?

What of the obligation and responsibility to TWC customers and Charter Customers? Do you really think that the pounding they are receiving right now from CAS sites associated with Time Warner Cable is appropriate?

My parents are elderly (80ish) fixed income and are still stuck in the slow lane paying \$90/mo for maliciousness.

We will throw out any decision using the Supreme Court, unless those problems are fixed. After twenty years of this-enough is enough.

(b) (6) .

---

**Ticket: # 790570 - Atlantic Broadband on hold for an hour on three occasions**

**Date:** 2/3/2016 7:44:29 PM

**City/State/Zip:** Sunny Isles Beach, Florida 33160

**Company Complaining About:** Atlantic Broadband

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## **Description**

My internet has been atrocious the last week, forcing me to reboot the router at least a dozen times daily. Today it just didn't work. I called the support line and was put on hold for an hour. I hung up and called again and was on hold for another hour. I hung up, called, and held for another hour. I called an alternate number to open a new account in hope of talking to a person, not a robot. I was connected immediately, and transferred over to support where I am currently half an hour in waiting.

---

**Ticket: # 797501 - AOL shutting down my email after my complaint against them**

**Date:** 2/8/2016 12:20:33 PM

**City/State/Zip:** Tampa, Florida 33625

**Company Complaining About:** Aol

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### **Description**

AOL retaliated against me & shut down my important free email service after I complained against them with CFPB & FTC; FTC, etc did not help me; I am 66 yrs old & AOL knows they retaliated against me after I wrote letters to regulators & called to complain against them

---

**Ticket: # 790828 - crappy internet, phone services**

**Date:** 2/3/2016 10:04:20 PM

**City/State/Zip:** Valparaiso, Indiana 46385-9235

**Company Complaining About:** Frontier Communications

---

## **Description**

I use an Ooma internet phone attachment. I have had this for several years and it use to work very well. Now every conversation we have is breaking up. I have been in contact Ooma they say it the jitter that's the problem. My jitter is 12 ms Ooma tells me it should be set at 5 ms. Frontier said by their actions to bad we are not required to adjust that it doesn't effect your internet service. What they are really saying is pay me my black mail if you want phone services. I have no other options because of the federal created monopoly of the services. They also claim that they deliver up to 6mbs "falsely". Why wouldn't you require a minimum amount of services so you can hold them to a standard of service. Then they wonder why the people in this country are so fed up with the establishment.

---

**Ticket: # 790872 - comcast business disconnected service w/paid in full balance**

**Date:** 2/3/2016 10:58:38 PM

**City/State/Zip:** Antioch, Tennessee 37015

**Company Complaining About:** Comcast

---

## **Description**

3 days ago my business Internet access and phone service were abruptly terminated yet the bill was paid in full. I've called cost 4 different times and on the 1st & 3rd call I was told the service had been cut off n error.

I spoke with an agent today (2/3/16) who told me the svc would be back on in 30mi. At was at 1pm, it's now 9pm and the service is dead.

I called their 24hr tech support and was AGAIN blown off. When I asked to speak to a supervisor they refuses to come on the line and attempted to speak to me though another person vs. Soeaking to me.

---

**Ticket: # 791012 - Time Warner Cable blocking Email in Los Angeles area****Date:** 2/4/2016 3:09:18 AM**City/State/Zip:** Loma Linda, California 92354**Company Complaining About:** Time Warner

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**Description**

I am an email administrator in the los angeles area and am using time warner internet. One day all the sudden my customers emails would stop working. They all had one thing in common, and thats that they were all on time warner internet. I could log into email with an internet provider liek FIOS, T-Mobile, and AT&T and email worked fine. On time warner internet all the accounts timed out and won't connect. Time warner is specifically blocking ports 993 and 465, which are ports for SSL email.

We also have evidence of them throttling our connection to a server on Verizon FIOS just a few miles from our location as well. We get a connection speed at 150/150mbps on Comcast, and AT&T but on time warner we will be lucky to get more than 8, and it slowly drops over the duration of any data transfer.



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**Ticket: # 791131 - Illegal channel interference with USI internet**

**Date:** 2/4/2016 10:08:08 AM

**City/State/Zip:** Minneapolis, Minnesota 55411

**Company Complaining About:** Comcast

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## **Description**

I made this complaint last May, and it seems that the exact same thing has happened again. I have USI Wireless Internet. Many of my neighbors have Comcast XFINITY. The channel that USI Wireless is on is fixed (and can't be changed). Comcast has switched all our neighbors XFINITY public wifi (which they still don't want) to the same channel as USI. In the past month this has resulted in multiple times when I am completely unable to use my USI Internet. Additionally our neighbors who have Comcast have been unable to use their internet. They have complained multiple times to Comcast, but still the Xfinity stays on the same channel as USI. It is illegal to make a competitors internet unusable and stupid to make your own companies internet unusable. Today I will be sending this same complaint to the mayor, my city council member and other state and federal officials. I need working internet for my job, and I expect you will immediately (and permanently) either switch off you xfinity public wifi here, or at a minimum switch channels and ensure it does not interfere again. If you need to contact me I can be reached at (b) (6)

---

**Ticket: # 792182 - internet has constant interference and drop outs**

**Date:** 2/4/2016 2:34:49 PM

**City/State/Zip:** Crete, Illinois 60417

**Company Complaining About:** Comcast

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**Description**

comcasts internet in my area is horrendous, we have a couple dropouts a day here.

comcast needs to be held accountable

---

**Ticket: # 792298 - Lost of Connection by force**

**Date:** 2/4/2016 3:05:42 PM

**City/State/Zip:** Miami, Florida 33055

**Company Complaining About:** Boingo, Apple And Any Other

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## **Description**

Some unknown interference and interfacing with networks utilize by consumers... apple, wifi, etc... The interface and interference causes the device not to operate properly. For example the connection and battery life is disconnect when there's a monthly payment or charges made to ensure the wireless network is up and running. My email service has not been up since 21 January , 2016. Could the provider release the email or email account. thanks will greatly appreciate it. I am a concern consumer of the product. Duplicate of all email received and create is online with apple ..... Even case management worker should not be allow to access one email or email account that's obstructing one privacy.

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**Ticket: # 792554 - restriction of access to Internet**

**Date:** 2/4/2016 4:18:25 PM

**City/State/Zip:** Tucson, Arizona 85756

**Company Complaining About:** Jabba

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## **Description**

Good afternoon,

We live in Voyager RV Resort in Tucson, AZ. Yesterday, we received an email from the resort manager that included the following paragraph:

"Please be advised that Jabba has been contracted exclusively to be our Wireless Internet supplier within The Voyager Resort. No other wireless company, vendor or subcontractors are authorized to be on Voyager property nor are other vendors equipment, including but not limited to residential outdoor antennas, permitted on Voyager property. Voyager has the right to ask resident to remove unauthorized vendor equipment from their sites. "

Per Section 207 of the Telecommunications Act of 1996, I believe this restricts our rights to Internet access.

Thank you for your consideration.

---

**Ticket: # 792716 - Threatened to block my internet access**

**Date:** 2/4/2016 4:55:53 PM

**City/State/Zip:** Lake Worth, Florida 33467

**Company Complaining About:** Windows Tech.dept.

---

**Description**

On Feb.3 ,I received a telephone call from 716-8512482.The man knew my name and my computer (b) (6).He said that he was calling from the Windows Tech. Dept.He told me to go to my computer and follow his directions.If I do not do it ,he would put a block on my computer. On Feb.4 ,he called again from 212-4567890 with the same admonition.Both numbers are non working numbers.

---

**Ticket: # 793276 - competitor tower on the same frequency as digis tower loseing internet service**

**Date:** 2/4/2016 8:12:37 PM

**City/State/Zip:** Nampa, Idaho 83686

**Company Complaining About:** Digis

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## **Description**

I have talked to digis about this problem for over 5 year now and thay have not tried to fix or come to an agreement with the competing tower that is on or too close to there frequency. the towers are close to one another and is causing interference with my enternet. most times high latency and some time no internet.

---

**Ticket: # 792970 - unsolicited email, format does not comply with CAN-SPAM and I have submitted numerous requests asking the sender to stop**

**Date:** 2/4/2016 6:20:00 PM

**City/State/Zip:** Henderson, Nevada 89012

**Company Complaining About:** Cox

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## **Description**

I get unsolicited email almost every day from

(b) (6)

Internet Manager

Oxendale Hyundai

(b) (6)

Flagstaff, AZ 86001

(b) (6)

i have submitted requests to stop by email and by telephone and by email. The message does not comply with CAN-SPAM and I can't get them to stop

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**Ticket: # 793033 - Abuse of protected information Medicaid provider****Date:** 2/4/2016 6:41:15 PM**City/State/Zip:** Cut Off, Louisiana 70345**Company Complaining About:** Vision Communications Via Family's Wifi & Verizon

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**Description**

I was made aware of abuses of Internet access via eavesdropping possibly electronically on mine now personal phone which was once corporate under my employment with compass pathways community health of Missouri in the town of Clinton. I was employed with them at their satellite location in Houma Louisiana. An individual by the name of (b) (6) who had represented himself as a licensed professional counselor used inside information from the treatment of mine niece by Magnolia family services LLC of Thibodaux Louisiana to provide assistance to the family structure. He through the use of electronic media manipulated the situation misrepresented himself and his motives. He had represented he was trying to assist me when all along he had been utilizing the situation to help members of my family. Because of the dynamics electronic means have been used to block my access to digital media via open air radio signal by a family member.

I was offered employment with Magnolia family services LLC at (b) (6) recommendation however he was terminated from employment with that individual company due to his mismanagement of information and by his misrepresentation of professional credentials which is the least of my concerns I was terminated from their employment during my training they sat on my discharge notice avoided paying me for six weeks. They further electronically misrepresented the situation to the unemployment stating I didn't work for them "technically" I was just training. They stalled and stalled as much as possible refusing to provide discharge notice for me which interrupted my process in obtaining other available gainful employment.

(b) (6) contacted me via Facebook and other electronic media and directly back in 2012 with a rather immature and unprofessional advance online. I have known him indirectly for most of my life. His extended family are very good people.

He has repeatedly contacted me in person on my phone and in what I was led to believe was coincidental public places. I have been made to understand that this action he took on his own but have and without the approval of from his company. As I have been led to believe further by the staff of Magnolia family services he did this on his own accord which accounts for what I believe to be "cyber stalking". Further his efforts to empower my siblings cause significant psychological torment.



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**Ticket: # 793035 - Errors via Company**

**Date:** 2/4/2016 6:43:19 PM

**City/State/Zip:** North Street, Michigan 48049-4322

**Company Complaining About:** Facebook

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### **Description**

FaceBook does not have a direct communication via phone, email, chat. That makes it difficult to correct an error for months. When FB do something it is incorrect. They do communicate to make their understanding of the problem is correct.

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**Ticket: # 793243 - Spotty Comcast internet connection****Date:** 2/4/2016 7:58:32 PM**City/State/Zip:** Boston, Massachusetts 02120**Company Complaining About:** Comcast

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**Description**

We are experiencing poor connection quality with our Comcast internet connection. In order of increasing severity, these connection issues include increases in packet latency, dropped packets, and connection outages. Degraded connection quality occurs frequently but unpredictably. Qualitatively, it has become impossible to rely on our home internet connection, particularly for latency sensitive tasks such as remote desktop.

I've been in contact with Comcast customer service since at least November 2015 in an effort to address these problems. Since then I have been keeping a log of our connection status in an attempt to quantify the issue more precisely. In particular, I have been using a desktop computer on a wired Ethernet connection in the apartment to send pings to google.com approximately once per second and log the results. This log demonstrates the persistent issues that we have been having as well as the minute-by-minute fluctuations in our connection stability. I have attached a zipped copy of this log as well as two images of charts that summarize the logged data.

At this point I'm not sure what else to do. We've replaced our cable modem with a brand new Comcast recommended model, scheduled 5+ unsuccessful home visits by technicians seeking to troubleshoot the issue, and endured countless calls to the customer support line.

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[Ticket: # 793486 - Comcast data cap is wrong](#)

**Date:** 2/4/2016 10:36:12 PM

**City/State/Zip:** Miramar, Florida 33029

**Company Complaining About:** Comcast

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### **Description**

I am in a house where we consistently use a lot of data. This isn't because I stream or download pirate movies or music.. This is because I have given the children in my house access to broaden their knowledge by being able to use YouTube and other services... Telling me that my kid and nieces/nephews are going to be penalized after a certain cap is unacceptable.

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**Ticket: # 793871 - Worst service ever**

**Date:** 2/5/2016 11:15:01 AM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## Description

Comcast Internet. It all started November of 2015 I order cable to go along with the Internet wich I allready had( wich I didn't notice but it seemed to freeze a lot and I had no idea why) when the tech showed up to install the cable he noticed the signal was poor and the installation of the cable couldn't proceed because I wouldn't get the right programming due to this signal issue. 2 techs came by said the same thing they supposedly order or placed an order to correct the issue. Got phone calls saying they repaired it after a couple of more calls, we had our first no show then we had a couple more after that. After 3 months now I decided to call again and ask why the negligence from their end, ofcourse no answer and I had a guy over the phone ask me what did I want to do about the issue ? That was the bottom line. I mean I'm calling to get help , if I knew what to do to have my service working correctly I promise you I would have done it myself. So I keep getting bills and honestly I don't want to pay them anymore. I think that I have been treated very unfairly and I'm not sure what to do anymore. All the notes are there all the people that I have spoke with over the phone have read and seen everything I been thru and still I don't have the service that I am supposedly paying for. I need serious help or my money back for all these months without service and also Comcast needs to realize that the people they hire to come out here in Miami and do the work are really lazy and are just taking advantage of them and having customers like myself never wanting to call this 1 800 number anymore. By the way last night the last tech was here and did the same thing just spend about 5 min in my house said that the connection was bad and just left. Thanks Comcast this is truly the worst experience I have ever had. I promise if I don't get and answer from you withing a couple of days I will be disconnecting my service and never ever again dealing with this company. The phone number on my account is (b) (6)

My name is (b) (6) and my address is (b) (6) Miami Florida 33181

My cell number is (b) (6).

Please contact me at your earliest convinience if you have any interest in helping me out. Thanks

---

**Ticket: # 794117 - privacy and families and kidn fans etc.**

**Date:** 2/5/2016 12:33:30 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

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## **Description**

(b) (6) and also (b) (6) NBA and privay wireapping

etc and disreagr for ecduaitional taps or tags thanks RUBio etc.

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etc. and kin fans fanatics and non experience to help there

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PgA tennis chanl help here athe downton libray needing hlep wiretpapers

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**Ticket: # 794479 - Bad tech service from Bomgar**

**Date:** 2/5/2016 2:23:28 PM

**City/State/Zip:** Rutherford, New Jersey 07070

**Company Complaining About:** Verizon

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## **Description**

I have been on line with Bomgar for most of this past week to have a virus removed from my computer. They installed 11 virus removal programs 3 times to no avail. This took up much of my valuable time. Each time they worked on my computer they told me all was OK. And each time they changed my settings and my default browser. The tech I worked with today told me they do not remove viruses. If that is their policy why did they keep running the programs in my computer.??? Each time they worked on the computer it got worse. I was told by the tech that the computer is running hot and that is why it keeps shutting down. It did not happen while we were connected. So much for his diagnosis. I finally got to talk to a supervisor and he told me that I have to install restore discs back to original factory settings. I bought those discs a month ago and installed them. I had no problem until a virus named 21822.jsfrom.staggs.bluekai.com came in through Verizon email. I would have called Verizon Headquarters but there is no way to contact them by phone or email. Bomgar has become a lousy repair service. I have used them many times before and never had this kind of a problem. The yearly cost of this service is not cheap, and I am not getting the service I am paying for. Thank you for your time in this matter.

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**Ticket: # 803586 - 205 So. 2nd St.**

**Date:** 2/10/2016 5:44:41 PM

**City/State/Zip:** Laramie, Wyoming 82070

**Company Complaining About:** Charter

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## **Description**

**(b) (6)**

no internet for two days and no fixed date as of 2:30 pm 2/10/2015 Mountain time. This is city wide and Charter needs a fine and some restitution to all the lost business by the merchants. Hope this is under FCC rule.

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**Ticket: # 797632 - My Internet Access**

**Date:** 2/8/2016 12:55:41 PM

**City/State/Zip:** Elkton, Maryland 21921

**Company Complaining About:** Verizon Wireless

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**Description**

My new neighbor has 4 or 5 wireless networks, and when they are all active I cannot access my wireless internet. I never had this problem until they moved in. Their house is approx 400 ft away. Something is blocking my connection. Any suggestions?



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**Ticket: # 795288 - Blocking Comcast**

**Date:** 2/5/2016 6:58:56 PM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Comcast

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## **Description**

Flash message.

Comcast has detected malware, and blocked your web. site.

Call 888-596-7572

I had the same call last week. I have had this call twice before. Once a year

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**Ticket: # 795402 - Interruption of service**

**Date:** 2/5/2016 7:53:56 PM

**City/State/Zip:** Mayfield, Kentucky 42066

**Company Complaining About:** Zito Media

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## **Description**

Second time contacting FCC.

After first complaint was filed, our internet worked for 2 weeks. It has now went back to working for 10 minutes, and going out for 10 minutes. When we call, we get told the equipment is bad. When the installers come out, they tell us the lines we use are out of date and cause interruption. I personally know our equipment is functioning. When pressed, the operators suggest there is a work order, when we have been told by installers that all service has been completed. This issue is not resolving and we are paying full price for interrupted service. Friends on main roads have the same provider and claim to have no interruption of service, indicating that this may be a line issue.

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**Ticket: # 795492 - Fake error**

**Date:** 2/5/2016 9:19:24 PM

**City/State/Zip:** Baton Rouge, Louisiana 70817

**Company Complaining About:** AT&T

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### **Description**

Fake error message pop up that does not allow closing it. Gave number to call of 866-300-5540 and they called back from 855-746-0228.

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**Ticket: # 795629 - Centurylink extremely poor service**

**Date:** 2/6/2016 12:04:44 AM

**City/State/Zip:** Coram, Montana 59913

**Company Complaining About:** Centurylink

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### **Description**

I have had century link for past 10+ years. In the past year their service has dropped severely. I cannot get promised gb speeds. The connection constantly (6 times in past 2 months) won't work for 24 hours at a time or longer. Their rates have skyrocketed and their phone customer service is extremely poor. They are argumentative and refuse to listen to the customer. Unfortunately they are the ONLY Internet option my area can get and I am extremely tired of their lousy treatment of the area consumers.

---

**Ticket: # 795683 - Comcast Internet Horrible****Date:** 2/6/2016 4:04:06 AM**City/State/Zip:** Atlanta, Georgia 30345**Company Complaining About:** Comcast

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**Description**

Comcast service as a internet company and customer service is horrible all around. Since the first day of having there service. We first get cable equipment that does not work. Then we are told that a tech has to come and install out cable even though it's supposed to be "user friendly" when it comes to installing. Later find out the equipment is messed up. Later After 6 months of dealing with Internet going out random times Mostly mornings and constantly calling everyday they decide to send out a tech. No one comes out. After calling again almost everyday they decide to get it to senior support. I am then told there might be charge... Why is there a charge for your horrible equipment. I refuse to pay for it because it's not our fault. They send someone out to replace it telling us we Will not get charged because the box was the issue.we later get charged... Literally 2 minutes after tech leaves the internet goes out again. He replaces and it works briefly but still horribly slow. I just deal with it for about 6momths because I'm just tired of talking to them. We later find out they charged us for the tech. Call to get it resolved I'm told it will get submitted up and someone will call. Do you think I ever got that call.... 1 month later the wifi light just stopped coming on. I call they say there is an issue with the box and to schedule an appointment of course appointment are all booked so the lady explains she will get a tech to call me and she will place me in a brief hold but she hangs up on me.... my apartment building unfortunately does business with Comcast so we have to use them. I vant wait till my lease is up at City North Apartments so that I do not have to deal with this horrible place! I wish they would just shut down! Comcast is nothing but stress added to people's lives!

---

**Ticket: # 795920 - privacy US Civil Rights, or US constitutional rights**

**Date:** 2/6/2016 1:18:54 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** N/a

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## **Description**

do not type ?

here at Lake Regional Lib and downtown Fort Myers

lib for stalking and WOAR RAINN And for girls/women

or young adults even raped or saying stating off connected to

any state of Fla. wiretaps that they or myself were even assaulted

or even attempted to be assaulted or sexually assaulted

or even raped or sexually assaulted in thier residence

or residency even regarding hotel safety for Hispanics

or non speaking English for the Department of Justice

adn males dealing with sexual asault on the tapping

issues or stuck here on dom. wiretaps in Lee county or directlty here in Lakes Reg. lib and trace this taps

or this tap directlty even for female officers here hispanic

who sat or squatted on the Fla gated comm. wiretaps

for days..needing rest and quiet~ peace and privacy

adn human and civility from celebriteis and movie stars

adn even from golf/tennis and Ford Honda, Maryland

and even from the radio and the TV broadcast then

revolving around intercourse or marriage and

intercourse and then seperation/divorce

and for also non cameras showing places like church

where there are no visible camras and then they yell  
over...trying to even out in converstaion talking and  
communication, stalking again and wiht looks in cameras  
and from (b) (6) and again from others from the Oranges  
adn needing the Chrstian bar assoc. the cicvil liberiteis u  
were they saved from K-12 adn other religions, needing  
help and assistance with talking or not speaking, being  
polite kind, and policed immediatly when the tap  
opens up they sit there forceing others coercing  
others, myself to do things inhumaen like  
running around, rushing, and standing for long periods  
of time, then for sleeping coming over at night  
murderous taps and coverings..J Buynum and Walgreens  
here ...the intercome system..she / others have family  
members in prision, I was there..too harsh is the  
taps connected..parole, prolees others who studied  
it from arts and entertainmnet and then insanity  
others who are stated to be insane and tummy tuck  
belt.. rushed to put it on one day..someone told me  
and seemed to coerce me to do it and to write, or to walk  
to joke to jest, to do splits gymnastics behavior,  
and then to act to do jokes to sing to perom  
to shop to purchase to talk to myslef to have  
masturbation feelings to abort to hate people

to argue to legalize arguing to revole to dissent  
to discuss to have a headache to drive long  
distances, to to NFL jesting to watching NFL or sports  
tv a long time period even three (3) days to  
miss dinner or meals and showers and even  
to not write to talk on the phone, to make phone calls  
to then watch long other tv programs to even  
listed to the taps or wire off hourse and stay up  
late nights against mental healht legalties for  
myself and my heallth, to fight to argue  
to walk long distances outside even to find  
not a camera to trace me at the golf communiyt  
to watch the camera hacks and to hear  
all the camera hacks to watch bad movies scary movies  
to hear bad thought to do dirty joking and laugh  
wiht others who were not offically connected to me  
or who were using my stuff, to miss out or work  
cause arguemtns at work, or outside  
adn then tap my dad around me, my mom  
tapped my mom in image and to use the computer  
to not use it, to miss the police to cause others to yell  
at me to walk aroudn the lakes to walk when it was  
very very hot and later in the day, to force to call the polcie  
to hang up the 911 phone, to talk loud



to yell to yell at my parent to yell at anyone  
else i did or did not know, to shpp or buy food to  
window shop to talk stupid to talk with or about  
to take a covering to talk etc..to go wiht a hack  
to use srripture worng maybe thank you  
to obey or not to obey the law to  
go to court to loose things to not remember  
to not record things to miss lunch  
to hook up with men? maybe.  
to even sing. to not sing  
to watch CMT wrongly, to sit here and listen  
as ohters seeminly talked to the? on teh wiretpas  
to write NFL videos or MLB missing videos  
to get up later to get up too early  
to like or have affection toward others  
to image things in my head. to use id for wrong things  
even if i believed they could..Brenda she was wrong  
to take photso to walk aournd the mall to  
drive around the mall to sit long periods  
all any mall to eat wrong or choke..  
to shop at Target or Walmart to buy wrong food  
or right food, to go to chuch camera hacked  
or watch while she they commcuted on some  
intercome system hack and mom too

to miss work career to obstruct justice  
to talk too loud to connect to voice taps  
to not talk at all, to shower too long  
to yell at my dad in the shower  
to buy for the shower to mock myself  
to laugh at myself and to sit overextended periods  
of time...to just do nothing. to do too much  
to houseclean to make fun of myself  
to talk with them, to initiate them. or her  
thanks (b) (6) and SAG and Aftra and ER for SAG  
and Aftra and for the Cyrus's for really really trying  
to act dumb to say the word dumb or wonder  
too long to be exasperated to have people yell  
at me in public the lib. here especially  
to have the police correct me in public..? to  
drive around Hammond sta. to be wiretapped  
wrong there ..to use someone else's anything  
to be angry toward, thanks lee county mike scott  
michael./

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**Ticket: # 795984 - Blocking of business mail services by ATT on Port 587**

**Date:** 2/6/2016 1:58:18 PM

**City/State/Zip:** Kokomo, Indiana 46902

**Company Complaining About:** AT&T

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## **Description**

Recently experienced an Issue with ATT and there Uverse service installed at one of our workers homes.

System was installed and they could not use there business mail thru ATT's service.

Since most of our company employees work from home this is a major detriment to our business. ATT says that they do not block port 587 but actually they do. There provided routers look like they have a prevision to open ports but it does not work.

I had ATT on the phone for over and hour and they tried to open the port access but they reported that an error was happening. I tried to use the configuration setup in the router and even though the settings appeared to be correct and work it did not. I watched the ATT tech do the exact same settings and they did not work for them either. I said the device must be defective at this point but they said that I would have to go to there advanced technical support and pay a fee of 49 dollars to correct this issue. This is a pure scam. When you enter a port range to open the router reports and error.

I perform the IT service for our business and It's very clear that the router is the problem and that they are aware of this designed in limitation.

It's intentional there is no doubt. The equipment they provide is not capable of providing open access for Outlook mail services. This greatly affects our companies ability to communicate and operate.

We do not have this problem with Verizon or Comcast service providers.

ATT went so far as to tell us that the problem is our computer setups but If I hot spot my phone for a connection or use a Comcast connection my employees do not have the problem.

ATT is breaking the RFC rule 5068 Section 3.1 <https://portal.chicagonettech.com/kb/a104/blocking-of-alternate-smtp-port-587-by-isps-now-prohibited.aspx>

<http://tools.ietf.org/html/rfc5068#section-3.1>

If this behavior continues our ability to operate as a business will greatly be affected.

They claim that they do not block 587 on there network but if there provided routers will not by design allow outlook connections then it does not matter that there network is open you can not send mail because of there routers blocking the port.

The router is the NVG 589 made by Motorola. If you do a web search you will find complaint after complaint on this devices performance and how it blocks many functions and how many of the programing features look like they work in the built in interface but actually there just dummy pages that change nothing.

Since ATT uverse is a proprietary ADSL2 data format you can not use a convectional DSL router or modem available at the local BestBuy.

I was told by the ATT sales rep that there system will do anything Comcast can do but this is not true. To charge 49 dollars and then 15 additional a month to make this work is a pure scam. Port 587 is something that should be open and useable and there should never be a fee for making this work. With Comcast nothing additional was required to do for our company mail to work. Comcast routers has that port open as a standard. As per the RFC rules.

After having the service for 2 days I informed our employee that they need to switch back and the ATT service is not going to be able to pass Outlook mail. The real problem is not so savvy end users will be fed there line of bad info and suckered into the additional 49 dollars.

Besides the non functional port allocation feature it has another limitation.

If the function did work it will only allow one defined device to use of that port. Our employees are provided a lap top and a phone for company mail service.

Comcast allows any device passage on port 587 but with the ATT router one device is only allowed passage. So much for the phones being able to run mail through the ATT system along with the laptops.

This is a major issue for our company to function and it seems that ATT does not care that this affects our employees ability to do there job.

This is a very serious issue as I see it and needs to be addressed.

Since there own tech support tried to open the port access and then stated that the router returned an error tells me the product is defective but they will not replace it. They insist that the 49 dollars should be paid for advanced tech support to address the issue.

Our employee had there service for 2 days and will switch back to Comcast simply because there service worked with our company mail services reliably with no issues.

This is a SCAM ATT is fully aware of the routers they provide are causing this and they simply don't care. When I asked if another router was available they said no this is the only device they provide.

To have to pay 49 dollars to get port 587 to work is a crime.

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**Ticket: # 796105 - Poor internet and tv service****Date:** 2/6/2016 3:18:03 PM**City/State/Zip:** Bensalem, Pennsylvania 19020**Company Complaining About:** Comcast

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**Description**

I have called Comcast several times over the last two months to solve my issue, still no resolution and I continue to have poor internet and tv service randomly throughout the day. A Comcast tech came out to my apartment on January 6th 2016 to diagnose my in and out internet connection and a problem with the television freezing when the internet goes out. The tech told me the problem was due to wiring outside and an appointment would be setup to check the lines, he described it as someone tapping in and distorting my internet service randomly every day. He gave me his supervisors number his name is (b) and the phone number is (b) (6). I have left several messages on his phone, he never (6) is at his desk, never picks up and obviously doesn't return a call back. No tech followed up and checked the lines outside. I called Comcast and I was told my case was closed yet I am still having the same problem. i lose internet service anywhere from 15 to 20 times per day for 5-15 minute periods each time.

---

**Ticket: # 796106 - Re-directing inquiries to advertising**

**Date:** 2/6/2016 3:19:35 PM

**City/State/Zip:** Puyallup, Washington 98374

**Company Complaining About:** Comcast

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### **Description**

I am a senior who is not very computer savvy. I had my computer set up so it works for me. No Comcast is redirecting web inquiries to advertising and changing my homepage without permission. It won't allow me to re-enter my old homepage. They do not offer an opt out to any of this - at least they don't advertise it and communicate it.

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**Ticket: # 796161 - Poor service**

**Date:** 2/6/2016 3:57:12 PM

**City/State/Zip:** Clintwood, Virginia 24228

**Company Complaining About:** Comcast

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### **Description**

I have paid an extreme amount of money to Comcast through the years for poor service, I have moved and signed up for new service because I wanted new equipment after 15 years, in the process I called to keep my email address and was assured I could, now it has been disconnected and the techs at Comcast tell me they have to get someone else to look at it, if their email expert can't do it who they gonna have look at it, Comcast has been a nightmare now for 16 years and keeps getting worse but where I live I have no other choice

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**Ticket: # 804199 - Internet service digitalpath. net - is inadequate**

**Date:** 2/11/2016 12:05:03 AM

**City/State/Zip:** Quincy, California 95971

**Company Complaining About:** Digitalpath.net

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## Description

Federal Communications complaint - 2-10-2016-

My name is (b) (6) I live at (b) (6) in Quincy CA 95971- (b) (6)

My internet service is Digital Path. net at (b) (6) Chico CA 95973. Because of surrounding mountains ranges, it is the only internet service available in the East Quincy area, 6 miles from downtown Quincy CA. No other internet service considers it, financially viable to compete with Digital path.net in this East Quincy area. So, we have a dysfunctional internet service with no possibility of competition. My complaints are;

1- the internet service goes off and on. Every few minutes it goes off for 5-10 seconds and some times erases what you are working on. Emailing messages have faltered between sender and receiver, because of their inept transmission power.

2- They have put up other towers for better transmission, and have advertised for more business, by saying " their communications is better than in the past." This is absolutely not true. For verification view the complains noted on their web page.-digitalpath.net

3-After many complaints they are saying that members can upgrade the ban service for an additional price. But that does not effect the disruptive OFF AND ON service that comes with the original contract.

4-The speed of the Internet constantly fluctuates from .05 to 6.5 mbps. If it were simply a steady medium speed, this would be acceptable. However, you never know when or if your Internet connection will be live which is endlessly frustration.

## Conclusion

A multitude of excuses are given from the tech support people, and although it is not their fault at all, they are having to deal with the brunt of all of the ongoing complaints that have existed for years. A cursory search for positive comments for Digital Path will be very hard to find amidst the volumes of negative comments that follow the same theme. The service is simply unable to deliver consistent Internet service on a regular basis. Despite adding new towers to increase coverage, and upgrading the antennas (which they are now on the sixth incarnation of these faulty devices) tech support will consistently point to some sort of interference on the relay towers themselves, and attempt to adjust the signals from the home office. The question that remains is why, after all of these years, could they not build and/or replace relay towers that could actually not be disrupted by radio signals, cell towers and all frequency related problems that is attributed to the packet loss. The problem is we are in Quincy CA, a town that is 80 miles away from the home office, and there is no other major carrier that can provide this type of service.

Submitted by

(b) (6)

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**Ticket: # 796338 - Continued service interruptions, phone harassment by Hi Telcom, etc. No one answering customer service but THEY CALL ON SATURDAY????**

**Date:** 2/6/2016 6:27:01 PM

**City/State/Zip:** Kapaau, Hawaii 96755

**Company Complaining About:** Hawaiian Telcom

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## **Description**

ONGOING, UNRESOLVED COMPLAINTS HAWAIIAN TELCOM CONTINUE, as well as advertising fraud for "reliable" service, etc .. their ofie calls me and harasses me, but no one answered when I called their number back ... 808-643-0000

Absolutely disgusting loss of consumer faith regarding fraudulent communications "reliability"! SHAME ON FCC FOR ALLOWING IT TO CONTINUE!!!

WHAT KIND OF CORRUPT, CRIMINAL "Enterprise" are you allowing to CONTINUE?!!!!

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**Ticket: # 796608 - Bilking Intentional Radiator**

**Date:** 2/7/2016 1:21:43 AM

**City/State/Zip:** El Mirage, Arizona 85335

**Company Complaining About:** Cox

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**Description**

(b) (6) of wall srteet daily has repeating interfered in telecommunication with our FRN.

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**Ticket: # 796666 - Unwanted email**

**Date:** 2/7/2016 7:37:07 AM

**City/State/Zip:** New Philadelphia, Ohio 44663

**Company Complaining About:** Time Warner

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### **Description**

Everyday I receive a free item sent to myemail by someone at "Freebie Fresh".It says if I want to opt out to click on an url which don't work.I have replied asking to be Unsubscribed but they keep it up everyday,sometimes twice a day.

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[Ticket: # 796747 - page won't load after successful logon](#)

**Date:** 2/7/2016 12:12:54 PM

**City/State/Zip:** Denver, Colorado 80202

**Company Complaining About:** Gmail

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## Description

I am able to successfully logon to my gmail account. However, after I do so, the page won't load. I get a script debugging error message, each time I try. I select to Stop the Script. But the webpage still will not finish loading. this prevents me from accessing my gmail account.

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**Ticket: # 796759 - Complaint against Google**

**Date:** 2/7/2016 12:33:09 PM

**City/State/Zip:** Sylva, North Carolina 28779

**Company Complaining About:** Hughes Net

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## **Description**

I use Google Chrome and gmail. My email for some reason changed its format to huge lettering that can not be turned off which expands a large portion off the screen so I can't fix it. I called Google Support 2/6/2016. I found that the call was answered by GURU.com. They signed onto my computer to supposedly fix the dilemma. After about 2 or more hours, he said that he was finished and had also fixed my printer and something else. Then he told me the charge was \$100 plus I needed to pay several hundred dollars so they could regularly keep my computer in repair. I informed him that Google as does every other company does not charge for support and fixing an errant google software. After I hung up on him I also restarted my computer to avoid him going in without my knowledge. This is theft and he was very nasty when I wouldn't give him my card number. Then I discovered that he did not fix anything and I am still trying to check to make sure he didn't steal my identity while he was at it. This is horrendous behavior in a customer support situation.

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**Ticket: # 796862 - Multiple interruptions.**

**Date:** 2/7/2016 3:40:52 PM

**City/State/Zip:** Johns Island, South Carolina 29455

**Company Complaining About:** Comcast

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## **Description**

In the last month we have had multiple interruption in our internet and cable service. When I call about it there customer service reps are no help and very rude. The best they say they could do was to send a tech out but the soonest availability was ten days out. They are already over charging, limiting my data usage and hard to get ahold of.