
Ticket: # 1564212 - Internet not as advertised

Date: 4/13/2017 12:47:05 PM

City/State/Zip: Oakland Park, Florida 33334

Company Complaining About: Comcast

Description

I am paying for speeds that Comcast doesn't seem to be able to deliver. Month after month I pay over \$180 for a triple play package that advertises 150 Mbps download and 20 Mbps upload. The download speed varies anywhere from less than 1Mbps up AND down to a very spotty 150Mbps +, but my upload speed is always slow. The highest I've gotten is about 9Mbps for a very short time, hours usually. My norm is from 1 to 2 Mbps, that's 5-10%. I've called numerous times, spent hours on the phone. Trucks have been sent out on various occasions. They claim there is feedback on the line, they send the complaint downtown, I'm assured the problem will be no more. Here we are again I have 2 down and 2 up, trying to do a cloud backup of some photos. Again I call, spend a half hour doing the same rudimentary steps, I keep asking the operator to just read the notes to get up to speed, they try to fix it from their office and now I have NO internet. I have to take another day off tomorrow for them to send yet another truck out. I just get tired of fulfilling my contract and them not fulfilling theirs.

Ticket: # 1564602 - Internet

Date: 4/13/2017 2:21:43 PM

City/State/Zip: Repton, Alabama 36475

Company Complaining About: Frontier Communications

Description

I am paying for "high speed internet" and it is terrible. I have asked for a reduction in the monthly cost since I am not getting fast internet. Cust service is a joke, I was promised a lower cost for the same services I currently have, but it was the slower internet, which was nonexistent where I live. I understand that since I live in a rural area I have no other options for internet services. If they can provide phone service to my area, they should be able to do something about the internet service.

Ticket: # 1564695 - ATT

Date: 4/13/2017 2:40:52 PM

City/State/Zip: Bryceville, Florida 32009

Company Complaining About: AT&T

Description

After many months of hearing that ATT was replacing the 27 year old fiber optics line that they have been collecting \$60 a month for from 100-250 people for the last 15 years was a relief. However, the internet has not improved. They still will not allow for upgrades or new customers. The fact that the fastest service for these people and myself is 3mb ,which we never actually get, in the year 2017 is appalling. We have attempted more than once to get Comcast to offer a service but due to monopolies and their dealings they will not. ATT oversold their service in the area. They profit from this. Yet, we still cannot browse the internet, stream, or download anything without interruption. This is the second time I have written. The last one got me a cookie cutter reply from ATT saying that they cannot discuss future plans but are working on it. Well they worked on it. Nothing happened.

Ticket: # 1564697 - Comcast

Date: 4/13/2017 2:41:07 PM

City/State/Zip: Atlanta, Georgia 30327

Company Complaining About: Comcast

Description

I recently moved about 20 miles from where I used to live and moved my service with Comcast with me. Since then the service for both internet and television has not worked consistently for more than a few hours at a time.

I have had their technical service people out twice and they have checked all the equipment. Both times they have left saying they have fixed the problem but that is not the case. I have asked them to have the line maintenance department come and inspect the problem. They have insisted they must send yet another tech to re evaluate the wiring and equipment in the home. This is a complete waste of time for both myself and their service tech. I have been a customer with Comcast for many years and would wish to remain a customer however it seems they are incapable or resistant to accepting the fact that currently their service is NOT working to my address.

Ticket: # 1565303 - Frontier communications service

Date: 4/13/2017 5:05:08 PM

City/State/Zip: Concord, Michigan 49237

Company Complaining About: Frontier Communications

Description

I am a paid subscriber to Frontier communications. My internet does not work at least 3 days out of 7. When I address Frontier about this and ask for a refund, they tell me someone has to come out and check my internet before they issue a refund. It is not realistic for me to do that. I wait on the phone for ten minutes and then wait a week to 10 days for someone to come out. I don't have time to do that weekly. Also my internet speed is awful and not what Frontier promised. I would have canceled 5 years ago if they weren't the only game in town. Can't wait until they go bankrupt and someone else takes over. Frontier deserves it. They are crooks. I basically want a refund for 6 months of service. If the matter is not resolved I am prepared to file federal charges.

Ticket: # 1565488 - Slow internet

Date: 4/13/2017 6:18:56 PM

City/State/Zip: Miami, Florida 33056

Company Complaining About: Comcast

Description

Our internet is very slow and we paid for faster speeds. Someone needs to come to our apartment and fix this. As usual, our internet is throttled down to the point of no return. Our internet speed is akin to dial-up at the moment and its just not right. This is a monopoly company that has over 96% (in our area) of its customers using its internet service. So why does the internet have to be so terrible? Billions in revenue, yet this hyped up xfinity internet is a trump joke. It doesn't add up.

[Ticket: # 1565833 - Internet and cell speed and clarity](#)

Date: 4/13/2017 9:34:54 PM

City/State/Zip: Frederick, Maryland 21701

Company Complaining About: Comcast

Description

Slow and Inconsistent speed and cell reception .

[Ticket: # 1565845 - Internet speed too slow cant even open FCC complaint page](#)

Date: 4/13/2017 9:52:30 PM

City/State/Zip: State College, Pennsylvania 16801

Company Complaining About: Comcast

Description

I filed a complaint about 20 days ago and receive a reply saying my complaint is solved even though I receive no contact from Comcast at all. Also, attachment is my internet speed today, still as slow as before. In fact, it cost me 10 mins to open the FCC complaint page.

[Ticket: # 1565917 - Verizon wireless "unlimited" plan](#)

Date: 4/13/2017 11:21:24 PM

City/State/Zip: Chattaroy, Washington 99003

Company Complaining About: Verizon Wireless

Description

I signed up for the unlimited plan with Verizon wireless and it is not as advertised. It is not unlimited. There are limits as to the amount of data used.

Ticket: # 1565948 - Internet value, and cost

Date: 4/14/2017 12:19:54 AM

City/State/Zip: Sand Springs, Oklahoma 74063

Company Complaining About: Airlink

Description

My Internet provider, Airlink, is failing to provide the service they charge for. I am being charged an exorbitant rate for service that doesn't even qualify as broadband. 10Mbps/5Mbps down/up, for \$158/mo. The service I'm actually getting, every day is less than 4Mbps/0.5Mbps. They claim the package is good for streaming 1080p video, I can't even stream 480p video. They claim this package is good for internet gaming. impossible. A typical diagnostic results in ≤ 4 Mbps download, ≤ 1 Mbps upload, 300ms ping and 130ms jitter. All of which indicate 1080 video is impossible. I have contacted them on numerous occasions, at least 20 times over the past 2 years. If it wasn't my only option, I would have found another provider.

Ticket: # 1565971 - century link failed to provide committed internet

Date: 4/14/2017 2:10:17 AM

City/State/Zip: Coralville, Iowa 52241

Company Complaining About: Centurylink

Description

I am century link customer since late 2013. I started with 12 mbps speed. I wanted to increase my internet speed late last year. I contacted century link customer service via live chat. Century link customer service confirmed I can get 20 mbps speed for \$34.99/month but I have to sign one year contract. I agreed and accepted offer on 12/26/2016. They also offer me 12 mbps for \$29.99 one year contract but I choose 20 mbps because i need high internet speed. That time the guy told me 20 mbps required professional installation and they will send tech to do so. They were going to send tech on January. The tech called me and said he can not complete upgrade installation because there is something need to get fix on their side and he will call me back once the issue get fix. I never got follow up call from century link. I decided to call them back on February. They told me they will send another tech, the tech did not come on schedule day or no phone call. I called again, they said same thing there is something need to fix on their(century link) end. I called again century link to cancelled my service in April. They wanted to send one more time tech and if he can not fix then they will cancel my service without any charges since i was still in contract. I forgot to ask the person if i was going to charge or not for the tech. Later I found out from them I will get charge for tech to come my home so I cancelled appointment. I did not want to pay for tech because there were no guarantee that issue will get resolved. I called two more times to cancel my order but they told me I will have to pay \$200 for early termination. I explained I signed for 20 mbps speed and I am not getting that speed, i have good reason. I said I really need high speed internet for some of smart devices for my house. They still want \$200 for early termination fee. I tweeted my issue and another guy contacted me and offer me to resolve issue. I attached whole conversation here. This is link to contract.

http://www.centurylink.com/legal/en/highspeedinternetsubscriberagreement_LQ.html

If I am reading contract correctly it says THE EARLY TERMINATION CHARGE WILL BE WAIVED IF (A) YOU NOTIFY CENTURYLINK WITHIN 30 DAYS OF THE DATE YOU ORDERED THE SERVICE WITH A TERM COMMITMENT THAT YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT AND (B) CENTURYLINK HAS NOT PERFORMED AND YOU HAVE NOT USED ANY OF THAT SERVICE. I think i met both criteria. It's over month since i order service but i have not have opportunity to use the service I asked for to see if I like it or not.

I think i have good reason to cancel my service without paying early termination fee. It's false advertising on there end. I was agreed to their term and condition for 20 mbps and not 12 mbps. As of today I am paying for 20 mbps speed and only getting 12 mbps speed. I waited over three months to get 20 mbps high speed internet, that's too much wait. I could not take any more. I need to switch to another company to get high internet speed. It's not about them, it's about my home and my family safety. I want to install some safety devices to my home but it won't work on low internet speed and that's the reason i want to increase my internet speed. I am still century link customer as of today as I don't want to pay \$200. It may be not too much money for them but it's lots of money for me and my family. I rather buy something nice to my son for \$200 then giving to century link for their mistake.

please advise what should I do next. Also let me know if you need more info.

Thanks

(b) (6)

Ticket: # 1566083 - endeavor communications

Date: 4/14/2017 9:12:22 AM

City/State/Zip: Coatesville, Indiana 46121

Company Complaining About: Endeavor

Description

This is the only service provider I can choose to have internet. The service is horrible. I pay for 100m service. Usually I am lucky to get between 25-30. They lie as they know we don't have another choice. They have the most horrible customer service. There is nothing good about them.

[Ticket: # 1566918 - Internet Speed](#)

Date: 4/14/2017 2:22:31 PM

City/State/Zip: Memphis, Tennessee 38135

Company Complaining About: Comcast

Description

Comcast cancels appointments to repair problem.

[Ticket: # 1567256 - false advertisement](#)

Date: 4/14/2017 4:24:36 PM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: AT&T

Description

I AM PAYING \$220.00 FOR INTERNET AND CABLE TV THE INTERNET IS NOT AS FAST AS THEY SAY IT I AM PAYING FOR 50 MBPS AND AM GETTING LESS THEN 25 MPBS CALLED THEM MANY TIMES PROBLEM HAS NEVER TAKEN CARE TOLD THEM I WAS NOT GOING TO PAY FOR THE SERVICE THAT AM NOT GETING WAS TOLD I NEEDED TO PAY THE CANCELATION FEE IF WANT TO DISCONTINUE SERVICE IS LIKE 50 WORTH OF GAS AND GETTING LESS 25 NOT FARE

[Ticket: # 1567428 - internet](#)

Date: 4/14/2017 5:47:58 PM

City/State/Zip: Absecon, New Jersey 08201

Company Complaining About: Comcast

Description

My so called fastest internet is running at a snails pace.

[Ticket: # 1567524 - Comcast is throttling my internet.](#)

Date: 4/14/2017 6:43:34 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

For over a year and a half they have promised much higher speeds and charged me for them. After countless technicians out at the house, all new equipment and hours on the phone and in chats with Comcast nothing is resolved.

Ticket: # 1567537 - Slow internet

Date: 4/14/2017 6:49:16 PM

City/State/Zip: Tallahassee, Florida 32308

Company Complaining About: Comcast

Description

For almost three years I have been paying for 50 and 75mbps internet. It routinely runs at 12, and consistently drops out for brief moments, disconnecting everything. I have complained many times, spent countless hours waiting for an meeting Comcast service people, and it keeps going on. They now charge me \$60 to come investigate it...on top of the \$1000's I have wasted for three years of not getting what I have paid for.

Ticket: # 1568063 - Verizon Wireless LTE Internet and Phone Installed (Unlimited data)

Date: 4/15/2017 1:32:38 PM

City/State/Zip: Nevada, Ohio 44849

Company Complaining About: Verizon Wireless

Description

On 4-7-17, Verizon installed antennas on my home and my sister's home (we are both on my VW account). My friend had one installed about a month and a half earlier, and he is enjoying 4G LTE without being throttled back to 3G. I made a couple of phone calls to Verizon prior to the antenna being installed, and were told both times that LTE Installed lets you receive 4G with no throttling back. When you reach 22 GB, you would be "deprioritized." This was acceptable to both my sister and me, because we both live in very rural areas and felt that deprioritization would not cause major issues for us. I also carefully checked the Verizon Wireless site, and found the following: "With the new Verizon Plan Unlimited, you get a 10 GB allowance of high-speed 4G LTE data for Mobile Hotspot each billing cycle. Once you've used the 10 GB of 4G LTE data, your Mobile Hotspot data speed will be reduced to 3G speeds for the rest of the billing cycle." Since a cantenna is a permanent installation (professionally installed), this statement of a mobile hotspot should not apply to us.

Reading further on Verizon's site: "What happens after I use 22 GB of data?"

Most of the time you'll continue to enjoy the same great network experience once your line exceeds 22 GB during your billing cycle.

If you've already used 22 GB on a particular line during your current billing cycle, and are on a cell site that is congested at that moment, your download may be temporarily queued behind other Verizon Wireless customers, which may result in slightly slower download speeds relative to another Verizon Wireless customer's experience on the same cell site at that moment." After reading both statements, I logically inferred that the only thing that gets throttled back with the new unlimited plan is mobile hotspots.

Imagine my dismay when, 4 days later (on 4-11-17) I was throttled back at 10 GB. My sister was throttled back on 4-12-17. I ended up calling Verizon several times over the next couple of days. The initial person usually told me I shouldn't be throttled, but when I made it to supervisor and manager levels, they would say LTE Installed is throttled at 10 GB. I explained that their website says mobile hotspots are throttled, but since my cantenna IS NOT mobile, it should not be throttled back. I asked them all to show me on Verizon's website where it says LTE Installed is throttled, and of course, none of them could, because it isn't on their website! They would all say that 10 GB throttling occurs with any mobile hotspot or any data only plan. (Please note here that on my Verizon bill my unit is called LTE Internet and Phone Installed. Does that sound like a data only plan, when Phone is included in the title?) I also told all of them my friend has LTE Installed and enjoys 4G all of the time (except for perhaps being deprioritized occasionally). Why would my friend receive continuous 4G when my sister and I don't? They want my friend's phone number, but I refuse to provide it to Verizon because I am afraid they will change his service. When I talked to one rep (I believe her name was Marion) late evening on 4-11-17), I asked to speak to her supervisor. Her supervisor was "busy" and therefore the rep couldn't transfer me. The rep promised me that her supervisor would call me back. I expressed my doubts that I would receive a return call, and was again reassured that I would receive

a call. Unfortunately, I was correct and the supervisor never returned my call. I found that UNEXCUSABLE!

I told everyone I spoke to at Verizon (whether rep, supervisor, or manager) that I would be happy if they would deprioritize us at 22 GB (as was represented to me by various phone reps and Verizon's website) and NOT throttle me back at 10. I also asked all of them why Verizon is discriminating against me (who has been a loyal, good paying customer for almost 17 years) and not giving me the same service as they are giving my friend, who has been with Verizon a much shorter time.

The last frustration was, when I asked for the cantenna to be disconnected, the phone people all told me I had to take my equipment to the store I purchased it from. The phone reps (and even a supervisor and a manager!) apparently don't know what a cantenna is - it is PERMANENTLY attached to my home! I had to explain to them that I can't remove it from my home and bring it to the store, as it is attached to my home! Then they would backstep and say I had to go back to the store I purchased it from (which is 40 miles away from my home) to discontinue service. I couldn't request it from any other store (I work near a different Verizon store) and I couldn't request it over the phone. This turned out to be another misrepresentation from Verizon, because I ended up talking to a manager in a different store (not the store I purchased it from) who was able to disconnect service from the cantenna. He told me that the phone rep COULD HAVE disconnected it over the phone. The cantenna is still connected to my home, but no longer receives service. My sister is still deciding whether to keep hers or not.

Verizon needs to get ALL of their employees on the same page so they all tell the same story. Verizon also needs to plainly state on their website that LTE Installed is throttled back at 10 GB. They should also treat all of their customers the same - some should not be enjoying unlimited 4G and others receiving only 10 GB of 4G. I would happily go back to LTE Installed if Verizon wouldn't throttle me at 10 GB - deprioritization at 22 GB would be fine. And of course it is the same old story, whether it is Verizon or Direct TV - only the new customers get enticing deals - the customer who has been a loyal customer for years gets no consideration and no deals and no appreciation from the companies.

On a final note, my sister was with Sprint until I talked her into coming over to Verizon (earlier this month). She changed her 2 cell phones to Verizon and added the cantenna. Imagine my embarrassment and regret now!

I am including an attachment that is a screen print from Verizon's site, and also a screen shot of part of an online chat with a Verizon Rep, where he agrees that I shouldn't have been throttled back.

I am expecting a formal contact from Verizon within 30 days, as promised.

[Ticket: # 1568373 - internet and cable service](#)

Date: 4/15/2017 7:45:09 PM

City/State/Zip: Buffalo, New York 14216

Company Complaining About: Time Warner

Description

Time Warner/Spectrum communications is the sole provider of these services in our area. I feel that this is a monopoly, and those in this situation have no choice but to pay whatever the internet service provider demands. I also regularly check my internet speed and it is not as advertised nor is it what I pay for.

Ticket: # 1568476 - TWC/Charter Merger Reduced Speeds by 50% and increased bill by 100%

Date: 4/16/2017 1:13:21 AM

City/State/Zip: Austin, Texas 78702

Company Complaining About: Time Warner

Description

Since the TWC/Charter merger my speeds have gone from 200/20 @ \$35/month to 100/10 @ \$65/month. I have tried calling and speaking with Spectrum and they state the no longer offer customers in Austin that plan... That this is the new "policy".

I'm beyond frustrated, to say the least. How was this merger considered in any way "good" for consumers and promote competition?

Ticket: # 1568483 - Internet speed often far less than advertised

Date: 4/16/2017 2:04:43 AM

City/State/Zip: Morrisville, North Carolina 27560

Company Complaining About: Spectrum (formally Time Warner Cable)

Description

There are times when the internet speed drops from normal ~60Mbps to ~1Mbps. Calling customer service has resolved the issue with no changes on my end (interestingly, the one time they resolved in this way there was no record made of the call), but sometimes they blame the drop in speed on my router. Upload speed is always ~6Mbps regardless of upload speed, indicating it has nothing to do with hardware on my end.

[Ticket: # 1568517 - slow internert speeds](#)

Date: 4/16/2017 9:32:32 AM

City/State/Zip: Platte City, Missouri 64079

Company Complaining About: Exede

Description

I have a 25mps plan with exude internet service in the evenings I receive only o.25mps . I have contacted them numerous times and all I get is the run around, they have obviously oversold the plan

Ticket: # 1568607 - Billing, connection and customer care issues

Date: 4/16/2017 2:22:20 PM

City/State/Zip: Albuquerque, New Mexico 87109

Company Complaining About: Comcast

Description

on 02/27/2017 I called comcast because I had fallen behind on my bills and needed to make a payment arrangement. I made an arrangement to pay 175 dollars to come out on 03/06/2017. In the meantime I had become unemployed. I called comcast on 03/04/2017 to explain to them that I would like to make a payment of 100 dollars that day.. and cancel the payment arrangement. I asked them if I was able to call back the following week and make another payment in the amount of 100 dollars in order to pay the balance down. I was told that this was ok and set up. I was informed that the 175 would not come out of my account and that comcast would give me time to pay down my balance given the circumstance of me being freshly unemployed. 2 days later on 03/06/2017 175.00 was taken out of my account. I called comcast.. they said the only thing I could do was dispute the amount with my card. I explained I didn't feel that was a suitable solution as that would still leave me outstanding with comcast. The gentleman I spoke with offered me no other solution. at this point I was tired of arguing with comcast and the balance was paid. I had to juggle bills in order to make my rent, but figured it best to call and deal with a member in the loyalty dept. I spoke with someone in the loyalty department who told me that this was my fault because I made payment arrangements. I informed him I only did so in order to attempt to maintain good standings with comcast. he said my first mistake was telling them they could take the 175. He then said he was going to transfer me to someone who could help. I was transferred from loyalty to billing. Billing said they couldn't help and suggested I speak to loyalty again. So I was transferred back. I spoke with a lady who offered me the 200 Mbps package for 59 dollars per month as long as I signed onto a 12 month contract. Seeing as this was a good deal and was going to save me money in the long run, I agreed. My service was upgraded. After a week of running speed tests.. I was only receiving download speeds of 25 Mbps. I called comcast support. I was told they couldn't help me because they couldn't verify who I was.. I verified all information on the account and also explained that my father Joe has put me on the account as a contact because I live in the home he is renting and the cable is part of that package, however to make it easier he added me to the account so I could make any changes I deemed necessary... I was hung up. I called back and asked for a supervisor. The supervisor told me that they would get me to someone in advanced technical support department. This gentleman I spoke with at that time was able to get my download speed to 175 Mbps. This speed only lasted for a day and I was back to 25 Mbps. I called back after ensuring all my connections were set up properly on my pc. I was told that my modem needed to be reset. the speed improved to 55 mbps. I explained that someone was able to get the speed to 175 Mbps not to long ago. I was told that they were going to get me to the advanced tech support department. When speaking to the rep, I was told the problem had to be on my side. I accommodated the tech by troubleshooting. They informed me that it had to be my Ethernet cable. I explained I didn't see how it could be because I was able to get a higher speed using it but, I have a lot of ethernet cables and can try another. She made me try 4 Ethernet cables. I at this point asked to speak to a supervisor. the supervisor came to the phone and offered to reset my modem. I was then hung up on. at this point it was 1:30 AM and I did not want to deal with comcast again so I went to sleep. I called back in the morning the next day. My modem was reset by 2 techs. I was then sent to the advanced tech support department again. I was told that they would send someone out to my home because my modem and connection setup was ok. that

brings me to the current point in time. I have been placed on the 200 Mbps download speed and have used multiple speed test sites and am not getting proper speeds. There has been no resolution. comcast seems unwilling to help any of their customers resolve any problems they have with the service. They do however act extremely prompt when attempting to take money from customers. I am paying for something I am not getting and my whole experience with comcast has been overwhelming and frustrating. I cannot believe I am actually paying to be treated in this manner.. Please help!

Ticket: # 1568631 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: low speeds

Date: 4/16/2017 3:48:46 PM

City/State/Zip: Preston, Idaho 83263

Company Complaining About: Rise Broadband

Description

This is a follow-up to your previous request #1515267 "Re: [FCC Complaints] Re: lo..."

I understand there is nothing more you can do to help fix this situation, but I would like to see the letter they sent to you, as they did not comply and send it to us. If you would so kindly forward the letter I would appreciate it.thank you.

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Monday, April 3, 2017 12:43 PM

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: low speeds

#yiv4990888690 table td {border-collapse:collapse;}#yiv4990888690 body .filtered99999
.yiv4990888690directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 1568655 - Complaint for being overcharge for Internet device

Date: 4/16/2017 4:53:52 PM

City/State/Zip: Bayamon, Puerto Rico 00960

Company Complaining About: Claro Pr

Description

Dear representative

I want to issue a complaint the Claro PR internet service provider had been overcharging me for a incorrect Wideband that has never reach 10 MB in my home area it only reached 2MB

Speed and will never reach a higher internet speed service.

I have been complaining to them for years and they will not credit my account for all the previous years

They do this to all their customers.

(b) (6)

[Ticket: # 1568801 - Internet speed complaint](#)

Date: 4/16/2017 9:41:20 PM

City/State/Zip: East Bethel, Minnesota 55005

Company Complaining About: Frontier Communications

Description

Every month they charge us for 3 Mbps and we are getting near zero. The last several speed tests I have gotten were 0.15 Mbps. When I call they want to keep sending a tech out and charging a service fee and yet every time they do nothing changes. This is the second complaint I have filed. They keep adding house to the development and the speed keeps getting slower

Ticket: # 1568814 - Re: [FCC Complaints] Re: Frontier Communications

Date: 4/16/2017 10:05:35 PM

City/State/Zip: Columbus, Michigan 48063

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1534358 "Frontier Communications"

I spoke with Nicole Hernandez last Friday regarding our internet problem. The number she had for my contact info was incorrect, my number is (b) (6). She spoke with me and had someone from their escalation/technical service contact me. I spoke with a man named Andrew this week and he did some troubleshooting. He told me the issue he was seeing was resolved, but had no real information for me regarding a fix on the slow speeds we've been experiencing. Attached are speed tests over the past few days. Our speed currently is 0.06 download 0.4 upload.

[Ticket: # 1568849 - slower than advertised speeds consistently.](#)

Date: 4/17/2017 12:14:30 AM

City/State/Zip: Oklahoma City, Oklahoma 73132

Company Complaining About: AT&T

Description

I have home internet with ATT. They advertise 20-40mbps in my area but I only ever get about 10-12 with my home wifi signal. This has been ongoing for about one year.

Ticket: # 1568870 - slow speeds

Date: 4/17/2017 5:25:55 AM

City/State/Zip: Broken Arrow, Oklahoma 74014

Company Complaining About: Windstream Communications

Description

I have filed several complaints with FCC. I started having slow speeds again paying for 6mp it never get to this speed. I am tired of being cheated. I am not the only one my friends have drop them. I will if this problem is not fixed.

Ticket: # 1568995 - Windstream Internet Speed**Date:** 4/17/2017 9:39:02 AM**City/State/Zip:** Crab Orchard, Kentucky 40419**Company Complaining About:** Windstream Communications

Description

On past occasions when I have called Windstream to complain about the poor internet speed, this is what happens:

A representative who answers the phone listens to my complaint. The representative then checks my internet connection and the internet history of speed and number of “drops.” At that point the representative expresses shock that the speed is so poor and that we have experiences such a high number of “drops.” The representative then tells me that Windstream will certainly send a technician out to repair the issues but before they can do that, the representative must connect me with a supervisor. After a long wait, a supervisor comes to the phone who then proceeds to tell me that this is “normal” and that it is all due to the “copper wiring” in our area. We live in a rural area and Windstream claims it is providing 3mbps internet speed (and of course is charging us for that speed). Windstream is and has been either unable or unwilling to provide the service for which we are being charged. Windstream should offer a huge refund for charging for years for a service it has not provided. It either needs to provide its customers the service for which they pay or it needs to get out of the internet business.

I am attaching a Word document to this complaint. That document is a record of my checking our internet speeds, on a computer using an Ethernet connection, during the dates March 6, 2017 to April 16, 2017. As can be seen, the internet speed never comes close to 3mbps.

Ticket: # 1569172 - Megapath circuit not working correctly

Date: 4/17/2017 10:44:32 AM

City/State/Zip: Alexandria, Virginia 22312

Company Complaining About: Megapath

Description

Three issues:

1) Improperly-working circuit:

A proper internet circuit works in both directions at once.

Indeed, in the background, almost all internet activity is a result of simultaneous uploading and downloading.

I have had service for 18 years, and only now, with Megapath, are we experiencing a major problem:

The line speed drops to 3-30% whenever the upload utilization exceeds 15%.

This is not acceptable, or normal.

We work at home, and cannot use our business internet connection the way a normal business or developer can.

Can you imagine getting a 6000ms ping time to google?

This not only isn't normal; Megapath has had their legal team explicitly tell me that this is no violation of their policies whatsoever -- But Megapath even has an SLA making explicitly latency promises!

They are simply lying.

2) Refusal to get service running correctly:

There is a separate sub-issue of availability. We had over 20 days of outage, during which they refused to fix our house, because they insisted it was our internal wiring. They forced us to rewire our house. We had to hire a master electrician and have no wiring done.

The problem was not resolved by the re-wiring, and they had to have additional visits to our house, before the problem was determined to be an incorrect line run from the Verizon telephone pole to our house.

Yet, they will not compensate us for the expenses incurred, hiding behind a contract that says they aren't responsible for our wiring. Of course they aren't responsible for our wiring, but they are responsible for incurring costs via misdiagnosis.

It took EIGHT visits from Megapath (the ISP) and/or Global Communications (their vendor) and/or Verizon (the owner of the copper lines) just to get to the point of having service (which is still improperly-functioning. But improper is better than nothing).

3) Frequent outages:

After that 8th visit, when they finally got the line working again, after so many weeks?

4 days later, a drunk driver hits the telephone pole.

No dial tone to my land line. No internet. 3 days now, with zero communication from any company as to when the problem is fixed.

I have a court-ordered no trespass order and use the internet to view my security cameras, and am in physical danger from a repeat trespasser I have lived in my house for 18 years Only now, as of switching to Megapath, do I end up having access to my camera blocked due to no internet availability, repeatedly. And if I dare view the cameras externally? Since that utilizes more than 15% of my upload, the internet becomes unusable for every one inside of the house.

The whole situation is unacceptable on many levels.

Megapath has offered to release us from the contract, but there aren't alternatives out here. We need the service we signed up for, not something else.

Please see attached timeline for more granular details.

[Ticket: # 1569376 - changed my contract date without my permission](#)

Date: 4/17/2017 11:50:57 AM

City/State/Zip: Union, New Jersey 07083

Company Complaining About: Verizon

Description

Verizon changed my contract start date without my permission. contract started in May 2015 and they did not provided proper billing on the account. It took four month for them to fix the issue. At that point they decided to change my contract date to Nov 2015. After calling several times and still complaining, Verizon wants to hold my account hostage stating that the account contract expires in no 2017.

Additionally, when the bill is not paid on-time verizon slow down the speed of the internet. Furthermore, my cable box did not belong to them and was

Ticket: # 1569405 - Internet Speed Fraud**Date:** 4/17/2017 11:57:39 AM**City/State/Zip:** Wise, Virginia 24293**Company Complaining About:** Comcast

Description

Comcast has been advertising and selling an internet package labeled as "Blast! Internet" which offers speeds ranging up to 75 Mbps download, but these speeds under this program are not and have not been achievable. I have a recorded conversation of a Comcast technician in my home telling me that those advertised speeds are not attainable due to the lack of infrastructure in the local area. Throughout years of service, I have utilized the "Chat with an Agent" option on Comcast's website to attempt to understand why I am being charged for a service that is not actually attainable. These agents have consistently attempted to direct me to technical support and indicate that the problem is with my personal equipment. I have spent dozens of hours chatting with agents who never resolved the problem. I have been lied to repeatedly and treated as though I am of no value as a customer.

Recently I elected to pay more money in order to test a theory. The theory was that Comcast was charging Blast! customers for that service, but intentionally throttling their speeds to a lower tiered 25 Mbps package. Once I contacted Comcast and elected to pay \$10 extra for a higher tiered internet plan I began receiving speeds above 120 Mbps within an hour and these speeds have been consistent ever since. So it is an undeniable fact that Comcast was able to deliver the advertised Blast! Speeds all along, but they chose not to. I most recently chatted with an agent who told me that I had never contacted Comcast about this issue, but when I told him I had documented every session he suddenly changed his mind and acknowledged that I had contacted them several times. They have intentionally lied to me repeatedly and I have several items of proof well documented.

Ticket: # 1569524 - Internet Speeds Not As Advertised**Date:** 4/17/2017 12:27:43 PM**City/State/Zip:** Killeen, Texas 76542**Company Complaining About:** Time Warner

Description

Imagine going to a restaurant and ordering a drink. Now imagine they serve that drink only 67% full (with ice and all - and for all intents and purposes let's also assume no free refills). That's basically what I'm getting with my Internet service, at best! I currently subscribe to a 100mbit down/10mbit up package with Spectrum Internet (formerly Time Warner) and have for a couple of years now. I've previously spoken with support on the phone regarding issues with my Internet speed and they have reassured me that speeds would be increased "soon." More than two years later, there has been no change. My download bitrate typically falls somewhere around 65mbps as opposed to the 100mbps I pay for, with the upload bitrate performing similarly lower than it should. This is not a technical issue on my side, and I doubt it's a technical issue on theirs. I know this specifically because of the reduced upload rate - if all the hardware involved (cable lines, cable modem, router, etc...) can handle 67mbps down, then it can definitely handle the 10mbps upload that I pay for as opposed to the general 6.5mbps that I see. It seems to be blatant downthrottling of my Internet connection so they can reduce their operational costs by a very, very slim margin, and it is unacceptable behavior from any company, especially one that has a monopoly over a given service that is, more or less, required in modern society.

Ticket: # 1569784 - Internet

Date: 4/17/2017 1:43:34 PM

City/State/Zip: Dallas, Texas 75248

Company Complaining About: AT&T

Description

I ordered internet service through AT&T 3 weeks ago. I ordered 1G speed (1000mbps) . The tech that installed it told me that even directly connected to the internet it will not get anywhere near that speed. The highest speed it has gotten so far is 130 mbps. I called att and told them this and the rep said there is nothing she can do.

The other issue I am having with At&t is they have a promotional offer online that says bundle internet with directv and get \$10 off internet price and also get a \$200 visa gift card. I called to bundle 3 weeks ago and was told it was done. Now at&t is saying my services can't be bundled and they will not issue a gift card.

[Ticket: # 1570002 - False advertising - braodband speed & availability](#)

Date: 4/17/2017 2:34:54 PM

City/State/Zip: Wilmington, Ohio 45177

Company Complaining About: Frontier Communications

Description

Per Frontier Communications, subscribers in the 45177 ZIP should get between 6Mbps and 24Mbps DL speed with Frontier's DSL service. We barely get 2.7Mbps. When contacted, they claim we cannot get the higher speed even we have the plan described in their advertising.

[Ticket: # 1570532 - Internet not working right](#)

Date: 4/17/2017 4:44:39 PM

City/State/Zip: Coral Springs, Florida 33071

Company Complaining About: Advanced Cable Communications/ Blue Stream

Description

We pay for internet from advanced cable and it rarely ever works, they came to "upgrade" our internet and brought one of their modems and took MINE that I paid for with MY own money & we've had nothing but problems since. Playstations won't connect ever since they took my modem so I've had to sell both of them to buy an Xbox just to try and play my games online but the internet is way slow and half the time doesn't work and we're also going over on data on our phone plans because of this and it's costing us a ton of money

[Ticket: # 1570606 - poor speed/ bill sent to collections](#)

Date: 4/17/2017 5:00:49 PM

City/State/Zip: Danville, Pennsylvania 17821

Company Complaining About: Verizon

Description

I have complained to Verizon on slow speed and not getting advertised speed several times, but they would not resolve the issue. I closed the account and they have now sent that to collections. What can I do to resolve this?

[Ticket: # 1570846 - Verizon limiting data with unlimited plan](#)

Date: 4/17/2017 6:34:13 PM

City/State/Zip: Bakersfiled, California 93380

Company Complaining About: Verizon Wireless

Description

I previously paid for 100 GB of data and Verizon rolled me into the new unlimited plan and now is limiting me to 10 GB of data and shutting service down. Please help.

[Ticket: # 1570942 - Limiting data to 57 kb with unlimited plan](#)

Date: 4/17/2017 7:27:48 PM

City/State/Zip: Bakersfiled, California 93380

Company Complaining About: Verizon Wireless

Description

I previously had a 100 Gb plan with Verizon and they switched me to the unlimited plan in January. Not the 4 month of the new plan they are limiting my data usage on the 5 th day of the new billing cycle. Call and spoke to 7 different supervisors on one phone call and they told me after I hit 10 Gb of data usage they limit my usage. I need the data usage as I work as an insurance adjuster and I am on the road always, that is why I previously aid for 100 Gb of data a month and for overages on some months. Please help in Verizon allowing the us of the unllimnited data they advertise and now have my plan.

Ticket: # 1570998 - 3.0 DSL

Date: 4/17/2017 7:59:08 PM

City/State/Zip: Calhoun, Kentucky 42327

Company Complaining About: AT&T

Description

Every since U-verse became what AT&T wanted all their customers to have, my dsl service has dropped to an almost unusable level. I have had 3.0Mb speed dsl for around 10 years at this location. I tried u-verse about 2 years ago, being told it was the only option and would be faster, but after 6 months they refunded my entire 6 months bills due to lack of service. Technician after tech told me that I would have to lower my service to 1.5 Mb speed to use U-verse. My cell phone data usage has skyrocketed because our phones won't work on my wifi anymore. I tried to get help and they (at&t)told me I live in a smart house with dumb internet. I agree, but I also know I didn't have this much instability until they started making this area switch. I have had a tech tell me they throttle the speed down in the central office by putting all remaining dsl customers on one card and so that we will switch to U-verse. I just want the 3.0 service I used to have back. Don't need anything new, until they can come to my house and prove to me it'll be better before making any switches.

Ticket: # 1571067 - Frontier Communications Internet

Date: 4/17/2017 8:39:00 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Speed is way below sub par usually less than 1 mbps but we are charged for a much faster speed. Cannot even stream movies because it's so slow. It's like we are being punished for living in a rural area. Company does not care because they have a monopoly in this area. Something needs to be done to make them improve their quality of service!!

[Ticket: # 1571183 - Centurylink internet speeds](#)

Date: 4/17/2017 10:01:02 PM

City/State/Zip: Galion, Ohio 44833

Company Complaining About: Centurylink

Description

I've been paying for 25 MB/sec speed on my internet for over a year and a half now and it rarely goes above 1 MB/sec. After complaining several times, I was told by the service rep that I should be glad that I even have service. Calling into their service team leads to several transfers and results in them telling me they are working on the service. This has been going on for several months now to no resolve.

Ticket: # 1571314 - Reduced Internet speeds

Date: 4/18/2017 2:01:11 AM

City/State/Zip: Richmond, California 94805

Company Complaining About: Dsl Extreme

Description

I formerly had DSL service from DSL Extreme at (b) (6). Upon moving service ten feet to (b) (6) I had the download speed reduced from 6 to 3 Mbit/s. I have twice been offered 6 Mbit/s service on their web site, but when I applied I was told it was not, in fact, available. Even right now the DSL Extreme web site says 6 Mbit/s service is available for this address.

Ticket: # 1571738 - CenturyLink overloading equipment without reimbursement.

Date: 4/18/2017 10:49:52 AM

City/State/Zip: Earlysville, Virginia 22936

Company Complaining About: Centurylink

Description

CenturyLink accepted a \$506 Million grant from the FCC for "Connect America", but they aren't using it honestly. The Albemarle County IT person told me they aren't upgrading their equipment like they should be. My neighbors and I have been paying for 6mbps DSL connection (very slow), but have been receiving under 3mbps for the past year, but it is usually (and currently) around 1mbps speed. I have spoken with CenturyLink employees, and they have confirmed to me that CenturyLink over-connected people in our area without upgrading the equipment. The CenturyLink technician I spoke with today was openly frustrated with CenturyLink for this issue. He said they could easily bump us up to 80mbps (80 times faster than what I'm getting) if they would simply put a "node" near us. A phone technician also confirmed that CenturyLink has over-extended their service and won't upgrade the equipment. I would appreciate some action against CenturyLink for their dishonesty in taking my tax dollars, and not using it to help rural residents like me, and for charging us full price for service that we're not getting in our area. I would like a credit to my account for not giving what I've been paying for, and I would like my neighbors to be reimbursed as well. Thank you for your help.

Ticket: # 1572124 - Slow internet

Date: 4/18/2017 12:38:07 PM

City/State/Zip: Woodridge, Illinois 60517

Company Complaining About: Comcast

Description

Again paying for 75 Mbps and they deliver under 10 Mbps.

They come to fix and it's good 4 days and then back to under 10 Mbps.

They don't measure correctly. I should attain 75 Mbps all month. What I don't get I shouldn't pay for.

They measure total per month and interruptions only for credit. Nothing measures for the 75 Mbps that I pay for. Comcast are crooks !

This has been going on since November 2016. \$100/month for under 15% speed = \$100*6 month * 85% = \$510 stolen from goods not delivered. Couple Moreno months and it'd be a felony for theft.

I don't pay for extra water and electricity that I don't use....why do I pay for internet speeds that I don't get????

Ticket: # 1573582 - Comcast phone call

Date: 4/18/2017 8:16:54 PM

City/State/Zip: Absecon, New Jersey 08201

Company Complaining About: Comcast

Description

Over the weekend I complained about Comcast service Friday night and Saturday. Today Comcast called me. They want to send someone out. I am not paying for a tech call. The guy told me there was a problem with the server. The internet worked Sunday, Monday and Tuesday. If there is a problem with the server I do not need a tech. The internet worked before I added basic cable. They refuse to give me a credit for Saturday because of issues with their server.

Your Ticket No. (b) (6)
(6)

Ticket: # 1573646 - Misleading Advertisement**Date:** 4/18/2017 9:04:36 PM**City/State/Zip:** Grover Beach, California 93433**Company Complaining About:** Metropcs

Description

I have MetroPCS and I've seen them misleading consumers such as myself. MetroPCS on their coverage maps for my address state "4G LTE" but I'm receiving less than 2Mbps on the download/upload speed tests. To clarify a bit more, I want MetroPCS to reimburse me the cost of the phone because they mislead me into thinking they are the fastest "4G LTE SPEEDS". I ask to please be upfront because I don't want to waste my time talking back-and-fourth for nothing. If this fails, I'll be required to proceed to Arbitration Court and/or Small Claims Court as I have exhausted all my options. Thanks!

Ticket: # 1573742 - Unacceptable Internet Speeds

Date: 4/18/2017 10:47:09 PM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: Charter

Description

Hello! We recently got switched over to Spectrum for our internet (our previous company got bought out), and our internet speeds have been terrible. We pay for 100mbps; I just did a speed test and am currently getting 250kbps. Our speeds rarely go above 10-20mbps, even at non-peak hours. It took me about 10 minutes to even get this page to load!

[Ticket: # 1573763 - Slow internet speeds](#)

Date: 4/18/2017 11:08:19 PM

City/State/Zip: Stayton, Oregon 97383

Company Complaining About: Wave Broadband

Description

I have contacted the cable provider multiple times. We were in 6 to 8 Mb download. I pay for 30 Mb download and they advertise up to 100 Mb download speeds.

[Ticket: # 1573766 - internet](#)

Date: 4/18/2017 11:08:59 PM

City/State/Zip: Providence, Rhode Island 02909

Company Complaining About: Verizon

Description

verizon promised that if i switched/upgraded to a faster service that i would see the results using my computer.i did that and there was no increase in speed.

Ticket: # 1573774 - Xfinity Internet

Date: 4/18/2017 11:21:57 PM

City/State/Zip: Kissimmee, Florida 34746

Company Complaining About: Comcast

Description

I've signed on with Xfinity Internet for \$19.99 for 12 months. every month the bill is different and they always over charge me. The service is slow and lagging even though they say that the speed is up to 75 mbps.

Contacted Xfinity rep they stated that need to enroll in both eco bill and autopay to get the \$19.99 for 12 months, but at the time of enrollment they did not say so. If I knew it's this complicated I would have gone with their competitor Spectrum instead.

So the problem is both with billing and internet speed. Please help Thank you.

Ticket: # 1573779 - CenturyLink Internet

Date: 4/18/2017 11:46:50 PM

City/State/Zip: Glenmora, Louisiana 71433

Company Complaining About: Centurylink

Description

CenturyLink holds a monopoly in Glenmora Louisiana and provides a fraction of what customers are paying for in regards to internet speeds. I have been paying for 15Mbps for 2 years and have never gotten more than 3Mbps. The town of Glenmora suffers from Internet exhaustion as there are too many customers using the DSL network at once. No one gets the speeds they pay for. I work from home as an analyst for an online college and I also attend college online. Often times I can't work because of the low speeds and tonight I can't do my homework because speeds are literally .49Mbps download and .30Mbps upload. I was told in April 2017 that the exhaustion issue would be resolved by July 2016. Now I am being told that it will be addressed by May 2017. There are no other viable options for Internet in this area and the monopoly that CenturyLink holds is allowing them to grossly overcharge me and everyone else in this small town.

Ticket: # 1573784 - Internet

Date: 4/19/2017 12:05:27 AM

City/State/Zip: Glenmora, Louisiana 71433

Company Complaining About: Centurylink

Description

Always super slow internet speeds at less than advertised. This has been an issue for years.

Ticket: # 1574678 - Fraudulent service by Centurylink

Date: 4/19/2017 1:19:57 PM

City/State/Zip: Buckingham, Virginia 23921

Company Complaining About: Centurylink

Description

We signed up for Internet wifi in our rural home in VA. Centurylink guaranteed over 2 Mbps, we never received close to that speed. We signed up for use with out tv, that was never available due to limited feed. After many, many phone calls, technicians, hours on hold, we gave up. I informed Centurylink that I was not going to pay until service was adequate, asked to return equipment. Centurylink told me to hold on to it, service was expanding to rural areas. After a long battle, they insist zipper them over 500\$ for service that was worthless and definitely not what was promised.

Ticket: # 1575807 - Verizon (Bait & Switch)

Date: 4/19/2017 8:19:06 PM

City/State/Zip: Charlotte Hall, Maryland 20622

Company Complaining About: Verizon Wireless

Description

We signed up for Verizon Unlimited Plan. Wasn't unlimited, throttled at 22gb. I complained to Verizon, basically was told to "deal with it". So we did, until this morning I got a text that says we are now at 3G for the remainder of the billing cycle. After 10 gigs. It was explained to me 22 gb for my Home Fusion Broadband internet. This is the only Internet we have at our house. No cable (Comcast, Metrocast, Cox), no DSL, no fiber. Only satellite, which is awful. I was told by Juliette, V-Rep, that "Smartphones" now get 22gb before being throttled. They switched around the gig "limitation", without a single warning. This is unacceptable.

[Ticket: # 1575868 - Slow internet speeds](#)

Date: 4/19/2017 8:58:45 PM

City/State/Zip: Lancaster, Pennsylvania 15642

Company Complaining About: Comcast

Description

For the last two days I have been experiencing exceptionally slow internet speeds in my apartment building (topping out at 5mbps) despite paying for blast internet.

[Ticket: # 1575893 - Paying for 75 mbps and only getting 12 mbps](#)

Date: 4/19/2017 9:30:35 PM

City/State/Zip: Savannah, Georgia 31407

Company Complaining About: Comcast

Description

I had comcast Internet installed Saturday April 15th. I have tested the speed of the Internet through speedtest.net dozens of times and have never seen 75 mbps. The same day I was hooked up with service, I tested the speed with only one device connected to it and I got around 35. Now, no matter what time of day, I can't get more than 12 mbps.

[Ticket: # 1576068 - Fraudulent speed pricing](#)

Date: 4/20/2017 12:20:55 AM

City/State/Zip: Morgan Hill, California 95037

Company Complaining About: Frontier Communications

Description

For the past month, Frontier Communications has refused to so much as look into correcting internet speeds and outages. The billing continues at full pricing, which advertises a 3 megabit connection download, and a 768 kilobit upload. For the past 2 months, speeds have been consistently 67 kilobits/second, meaning that, when internet is accessible at all, only .02% of marketed speeds are being provided. Furthermore, availability of the internet has been infrequent at best, with outages lasting for hours and happening every week without fail.

[Ticket: # 1576069 - Fraudulent speed pricing](#)

Date: 4/20/2017 12:21:20 AM

City/State/Zip: Morgan Hill, California 95037

Company Complaining About: Frontier Communications

Description

For the past month, Frontier Communications has refused to so much as look into correcting internet speeds and outages. The billing continues at full pricing, which advertises a 3 megabit connection download, and a 768 kilobit upload. For the past 2 months, speeds have been consistently 67 kilobits/second, meaning that, when internet is accessible at all, only .02% of marketed speeds are being provided. Furthermore, availability of the internet has been infrequent at best, with outages lasting for hours and happening every week without fail.

Ticket: # 1576417 - Frontier Communications: Poor service due to "high-demand area"

Date: 4/20/2017 10:20:52 AM

City/State/Zip: Pittsfield, Illinois 62363

Company Complaining About: Frontier Communications

Description

I have had DSL service with Frontier Communications since 2014. Since then, I have had several outages, and it consistently takes at least 10 days to resolve the issue and sometimes up to 21 days.

Most recently, I have had a problem where my service works in the morning, but when I come home from work in the evening and until I go to bed, I either cannot connect at all or get download speeds of 0.3 MB (paying for 6 MB). As usual, I have been told I live in a "high-demand area," meaning they have sold service beyond their infrastructure's capacity, and therefore must settle for subpar service.

I did convince them to say they would send out a technician, who they said would come yesterday, April 19, but the technician did not show up. When I called to find out why and to reschedule, I was told the technician said he had spoken with the accountholder (me) and that the issue has been resolved, neither of which is true.

[Ticket: # 1576858 - Speed consistently below 7.1](#)

Date: 4/20/2017 12:19:37 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Frontier Communications

Description

We spoke to company several months ago when we lost service for days in their transition from Verizon to Frontier equipment setup. We also reported the slow service there after and was told it should improve. It has not and consistently runs below 7.1. Our product is \$40.00 a month for 7.1

Ticket: # 1577566 - Internet Speed complaint service

Date: 4/20/2017 3:09:45 PM

City/State/Zip: Naperville, Illinois 60564

Company Complaining About: Wow

Description

I have not been getting the promised internet speeds on my service for more than 12 months. I have paid for a 30 mpbs service, yet we regularly get < 1 Mbps speeds. I have complained to WOW multiple times, and they have had multiple service calls, but have not been able to fix the problem. I would like them to (a) fix the problem; (b) refund me for the slow service that I have consistently suffered

[Ticket: # 1577620 - service and speed not as advertised](#)

Date: 4/20/2017 3:23:05 PM

City/State/Zip: Davis, California 95616

Company Complaining About: Winters Broadband

Description

I have had service with Winters Broadband for about 1 year. The service seemed to work in the beginning and after a bout a month service just is not as advertised. I check the speed at all times of the day and week and it fluctuates. I contact there tech support and they say its speed I am paying for but it fluctuates all the time. it especially fluctuates when they are closed...for example at night and on the weekends. Overall the service is not great but its one of the only options available.

[Ticket: # 1578097 - Internet Connection/Speed](#)

Date: 4/20/2017 5:38:20 PM

City/State/Zip: Valdosta, Georgia 31601

Company Complaining About: Mediacom

Description

Internet constantly stops working, also at times it does work speeds are not anywhere near advertised. We have called 3 times had technicians out and I have even gone there to be issued a different modem. They are patching and not fixing the issue.

Ticket: # 1578272 - Spectrum

Date: 4/20/2017 6:53:19 PM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: Spectrum

Description

Was a customer of time warner before they merged with spectrum. Had internet through time warner at 30mbps and speed was very close to what was promised. Since they merged with spectrum I was required to upgrade to 60mbps as that was they're lowest available speed. Since that upgrade speed has tanked. Speed test has shown to be around 15-30 when 60 is promised. Attempted to resolve with spectrum but they only have me reset my modem which increases speed for literally less than an hour. Finally they agreed to send out a technician. Asked for price adjustment due to failure to deliver close to advertised speeds and they offered a small credit but said it was only a one time curtesy since I complained.

[Ticket: # 1578451 - Unsatisfactory products or services at ever increasing prices.](#)

Date: 4/20/2017 9:05:19 PM

City/State/Zip: Albany, New York 12210

Company Complaining About: Time Warner

Description

Like many folks, I have limited choices regarding internet service providers, despite living in a major metropolitan area. My internet service provider has advertised speeds which do not reflect the speed of the services delivered. I have received numerous market materials, from the company, whose name has changed numerous times, encouraging me to upgrade and sign annual contracts with them. The market materials do not even provide a physical mailing address to respond to.

Ticket: # 1578479 - Frontier communications internet

Date: 4/20/2017 9:29:32 PM

City/State/Zip: Jasper, Georgia 30143

Company Complaining About: Frontier Communications

Description

Internet goes off and on all night with speeds of less than 2 MPS frontier has been contacted numerous times and refuse to fix the problem as this is the only service available I feel they are screwing the consumer over knowing they are not providing the service they are selling

Ticket: # 1578603 - Internet Consistently Going Down, Inconsistent Speeds, Random Charges

Date: 4/21/2017 12:23:14 AM

City/State/Zip: Gainesville, Texas 76240

Company Complaining About: Sudden Link

Description

Please Help,

For the past year i've had intermittent internet where it goes down for a period of time every day and at times multiple times a day, my modem will lose connection and take some time to regain internet connection with suddenlink. The speeds are always half of what they are advertised on my current plan and very very inconsistent.

Most importantly I get false or random charges on my account . I will pay an amount due for the current month a week early, a week later check my account to have another random charge which I gladly pay due to not wanting bad credit. This month i'm getting recharged for the month billing cycle of April-May which I clearly paid a week early. I also can't forget about a year ago when I decided to check my statement as I am signed up for paperless billing. When I come to find out that I had been being charged for a rented hd cable box when I never had one, at that time I called and had the charges reversed and credited into my account. Please review all screenshots provided as proof of everything in this statement. Please. Help.

[Ticket: # 1578870 - threats to interrupted service if we don't upgrade](#)

Date: 4/21/2017 10:10:08 AM

City/State/Zip: Philpot, Kentucky 42366

Company Complaining About: AT&T

Description

threatening letters from AT&T telling us we must move to advanced digital network. if we don't they will interrupt our services by cutting us off. they claim we have fiber optics which we don't. they lie. We are old and they are wanting to get rid of our land line. Neighbors have switch and their service is worse. if this system was better & faster we would be happy to switch. our internet goes out all the time. we cannot get Netflix, ever, for example.

Ticket: # 1579247 - Horrible internet speed all the time

Date: 4/21/2017 11:54:27 AM

City/State/Zip: Gurnee, Illinois 60031

Company Complaining About: Comcast

Description

Internet speed is never consistent at any given time of the day or just not there at all. I have had them here at our house so many times over the past 3 years since we moved in that I have dropped their TV, house phone service but not the internet because the only other provider is AT&T and they are no better. The problem here in Providence Village, Gurnee Illinois is their infrastructure which they refuse to upgrade or make better throughout our area with the old cable and junction boxes outside our houses which covers are left off after Comcast runs around fixing cable problems from house to house. This is bad that it has forced me to contact your organization for some kind of help or direction to make Comcast do the right thing and stop making promises they can never deliver and I honestly believe they never had any intention on doing so. I also caught on to their tricks of using everyone supplied XFINITY modem as a hotspot and requested to have it turned off which turned into a argument on the phone with them for over an hour which is ridiculous for any service provider to do that with any customer! So please whom ever reads this contact me for the details so we can get this resolved for everyone.

Ticket: # 1579263 - Ongoing Issues With Internet Service**Date:** 4/21/2017 11:57:00 AM**City/State/Zip:** Portland, Oregon 97217**Company Complaining About:** Centurylink

Description

In the last few months, my internet speed has been slow at best, intermittent or off at worst, but never, ever, at the mb/s (100) claimed by my ISP, Centurylink. I have gone through their help/technical line several times, and each call has taken upwards of 1.5 hrs from beginning to end, being shepherded from agent to agent, each time being forced to repeat personal information (for verification) and my complaints, wasting my time. Hardwired, my download speed has never exceeded 80 mb/s, wireless, even right next to the router, never more than 45 mb/s. This is a persistent and ongoing issue, and has not been rectified by Centurylink's abysmal service team on any occasion. I work from home, and am totally fed up with attempting to argue with them every time I need my internet to simply work as advertised, which it never has.

Ticket: # 1579527 - Unapproved Charge for In-Home Service Visit

Date: 4/21/2017 1:01:45 PM

City/State/Zip: Charlotte, North Carolina 28219

Company Complaining About: Comcast

Description

I am being charged \$63.70 for a service visit which I was led to believe would be free. After talking to the company (Comcast/Xfinity) I was told the charge would be removed. It was not removed, and now the Company refuses to discuss the matter unless I pay the disputed amount. Furthermore, they threaten to charge a monthly fee of \$9.50 per month if not paid.

[Ticket: # 1580438 - Data caps are unfair](#)

Date: 4/21/2017 5:38:42 PM

City/State/Zip: Tacoma, Wa, Washington 98408

Company Complaining About: Comcast

Description

Comcast advertises that 1 terrabyte of data is unreachable . That is truly not the case and as a casual user of the internet, I was still able to exceed the cap. Its preassuring us into paying more than a already overpriced service for less than advertised. It's nuts that comcast/xfinity can do this to customers and nothing is done. No one who has this service agreed to allow comcast to constantly change the terms of service that always result in higher prices than told on the phone. My bill is constantly 40-50 bucks extra for almost 0 reason.

Ticket: # 1580611 - Verizon Wireless Deceptive Marketing / Market Manipulation

Date: 4/21/2017 7:15:10 PM

City/State/Zip: Happy Jack, Arizona 86024

Company Complaining About: Verizon Wireless

Description

My issue revolves around what I consider to be deceptive marketing by Verizon Wireless.

My problem is I came back to Verizon after they offered the unlimited data network. I was specifically told my 4G LTE network modem would run at 4G speeds until I hit 22Gb of data. After that, it was possible that I may be throttled back to 3G, but only if the network was experiencing extremely high traffic. I live in such a remote area with almost nothing around me (although there's a huge wireless antennae less than a mile from my house), that I thought it really wouldn't be a problem.

Well guess what? No it wasn't a problem until after 2 billing cycles (right after you lose the right to return the gear and cancel the contract). Now I get threatening emails constantly warning about my data over-usage as I approach 10Gb (amazingly, I didn't get a single email and not a single slow down in service the first month when I supposedly used 200Gb of data). And this morning, it was impossible to watch TV with all the buffering going on as my device was "reprioritized" because of my excess data usage. When I checked my internet download speed, it reported .7 Mb / sec. To put this in perspective, last month, when I reportedly used 200 Gb of data, my download speed was pegged at an average of 15Mb per second (yes, I did reset my hardware and checked it multiple times over a 10 hour period. My system has definitely been throttled back).

When I decided to return to Verizon my decision was based specifically on the fact that they were offering an unlimited plan and essentially told me the only way I would get throttled back was if I had exceeded the limits and the cell I was on was experiencing extremely high traffic rates. And Verizon actually held to this understanding until almost exactly the day after my right to cancel the contract ended. Now it appears the threat of throttling back the speed has been hard coded. It doesn't matter what time of day or night, or what levels of data transfer my cell tower is handling.....Verizon has choked my bandwidth speed down to a crawl.

I can only assume, based upon the fact there were no such speed limits imposed during my first 30 days (when I had the right to cancel) vs. now, when my data transfer rate is almost zero, that this is little more than a naked attempt on the part of Verizon to force their captive customer base to upgrade from the cheap and reasonable plans they lured thousands of customers back in with.

I would like the FCC to investigate this, and take appropriate action if it is found Verizon is degrading wireless service in a subversive attempt to coerce customers to purchase more expensive plans.

[Ticket: # 1580950 - internet speed](#)

Date: 4/22/2017 9:47:00 AM

City/State/Zip: Opelika, Alabama 36804

Company Complaining About: AT&T

Description

I recently was paying about \$50/month for internet connection through ATT FastAccess (R) DSL Direct Xtreme6. The only thing fast and extreme are the constant increases for 2.59 mbs, when I have been promised 6.0 mbs. This has been a problem with ATT for the past 7 years and they refuse to check connection, improve connection, or even address the issue by phone. My latest bill jumped to \$62.55/month. Most of the time the internet cannot even be accessed. I have been overcharged ever since contracting with ATT.

Ticket: # 1581084 - not as advertised

Date: 4/22/2017 12:48:38 PM

City/State/Zip: Norwalk, Ohio 44857

Company Complaining About: Verizon Wireless

Description

*Unlimited Plan: Auto Pay (checks or debit cards only) & paper-free req'd. After 22GB/line/mo., we may prioritize your data behind other Verizon customers during network congestion. Mobile Hotspot/tethering reduced to 3G speeds after 10GB/mo. Verizon can't & will not prove congestion on the network. it say we "may" but in fact they tell their employees that it will be down graded. I live half way between Cleveland and Toledo Ohio , it is not a congested area, and I can't even get their so called 3g speeds. they are committing fraud.

Ticket: # 1581202 - Lack of availability of high speed internet

Date: 4/22/2017 2:46:42 PM

City/State/Zip: Glade Spring, Virginia 24340-3432

Company Complaining About: Centurylink

Description

Other than very expensive sattillite, the only internet available to me is thru CenturyLink with speeds below 500 kbs (that's .5 or 1/2 Mbs). And I pay the same rate as people getting 25 Mbs. Some area households get 60 Mbs service from Comcast for less than I pay. No other land line service is available.

I have contacted CenturyLink many times and get no help! If you can offer any help it will be appreciated. Thank you.

Ticket: # 1581244 - Speed 150/150 and \$250.00 gift card never delivered

Date: 4/22/2017 4:00:18 PM

City/State/Zip: East Brunswick, New Jersey 08816

Company Complaining About: Verizon

Description

When I signed up with Verizon, the Internet speed of 150/150 and Gift card \$250 Verizon wireless were never delivered as promised by Verizon Communication

I called Verizon several time and the issue was never resolved, instead I received the run- around.

Ticket: # 1581391 - Deceptive advertising, no show techs and shoddy service.

Date: 4/22/2017 7:26:29 PM

City/State/Zip: Manchester, Kentucky 40962

Company Complaining About: Windstream Communications

Description

I have been having issues with my phone and internet for going on two years now. We were upgraded last year to a higher speed that I was told after the fact that I could not achieve said speeds, because it depended on how far I was from the station. That was not mentioned in the sales pitch. I was given a \$50 credit on my bill because I had not had internet for over a week and my phone was in and out. We were told there would be a repairman sent out ..he never showed. I am now on the third appointment that I have sat here at my house waiting for, because I was called and confirmed of a date and time and that a technician would be out to my residence. NO ONE has shown, nothing has been fixed. My phone box that is supposed to be attached to my house is on the ground in water (when its raining) with wires hanging out of it.I have called them today and the technician is telling me he will make a note of it on my account . They have a monopoly in my area, I have no choice but to use their services and they are not holding up their end. I have enclosed a photo of our phone box that is supposed to be attached to our house or at least up off the ground ,it has been addressed by us to technicians that actually showed up to no avail. The techs are saying that they are coming and fixing our issues and they are not or they are saying it's an engineering issue that can be addressed from office when the office are the very people that dispatched them because they couldn't fix it. The people that we are contacting by phone have no clue what is going on and are sufficient in telling you to reboot your modem and then sending people out that never show up. I have checked the internet issue but it is also a phone issue and an equipment issue . Every time it rains our phone either goes completely out or it's so grainy we cannot use it . I did not want to file this complaint but they really have given me no other options.

Ticket: # 1581463 - Verizon suspected overage**Date:** 4/22/2017 9:27:54 PM**City/State/Zip:** Pella, Iowa 50219**Company Complaining About:** Verizon

Description

In December and all previous months except one I was on the 2Gb plan with Verizon and only once went over the max data subscribed to. In January at the urging of the customer rep at the local Verizon store, upped my available usage to 4 Gb. This was supposed to be able to stream movies through Netflix and still be within the 4 Gb new service. In the first month with a few days before my month reset I supposedly used all remaining data available. Tech support told me that I really needed 8Gb of data to do what I was promised could be accomplished with 4 Gb. Then surprisingly the same thing happened the next month. With the result of adding 4 more Gb to 12 Gb of data per month. The same for the following month except that they now told me that I needed 16Gb. I still have not been able to stream movies and have cancelled Netflix since it doesn't work with the slow service provided by Verizon anyway.

My Question to Verizon was why near the end of the month is there always a mysterious drastic jump in usage that can not be explained. I supposedly used up over 3.4 Gb of data over one night even though my laptop was turned off and no usage of either phone for the time they say the jump occurred.

Now today another mysterious instance occurred within minutes of my 2 hour complaint session to Verizon. My data speed went from around 110 Kb / second to 6Mb / second. Sounds good, well maybe yes or no but since I am supposed to be at a speed of 12 Mb/s to 15 Mb/s with Verizon 4G LTE, it does not seem very good.

I did contact Verizon 3 times in the last 7 days about the dropped internet service, the slowness of said service and the lack of truth in the sales tactics of the Verizon store in my area.

Nothing was done until today when they said they would investigate the problem of no 4G LTE service. Time will tell about this.

But it is still amazing that for absolutely no reason my service speed increased 50X (120 Kb/s to 6 Mb/s).

Ticket: # 1581494 - Internet Service

Date: 4/22/2017 10:54:12 PM

City/State/Zip: Olympia, Washington 98512-8555

Company Complaining About: Centurylink

Description

We live in Thurston County, which included the state capital of Olympia, Washington. We live in rural Thurston County, approximately 12 miles from the capital.

We have subscribed to internet service via CenturyLink since we moved here approximately 15 years ago. We are currently subscribed to DSL at speeds up to 1.5Mbps.

However, within the last 12-18 months, our speeds have dropped and our internet has become intermittent. We live in a neighborhood of approximately 15 homes, and have limited internet providers. Almost everyone in my neighborhood is paying for internet service from Centurylink. Within the last 12 months the speeds have consistently been reduced to speeds that make using the internet impossible, webpages will not load, and is so slow that an internet speed test will not even work. However, previous internet speed tests have revealed that the speed Centurylink is providing is inferior to that of even of dial up.

This frustration is not isolated to us, everyone in my neighborhood has been plagued by this unacceptable service provider, and we are in an unfortunate position as there are no other alternate service options. We have been told by company representatives that the services lines for our area are oversold and yet they refuse to address the root cause of the problem. An acceptable solution would be a communication infrastructure overhaul to maintain speeds promised. Additionally, Centurylink refuses to allow new homeowners to sign up for internet services nor do they provide the option to be added to a waiting list furthering the argument that they are aware of the problem but will not spend the necessary resources to rectify it.

[Ticket: # 1581527 - Internet speeds](#)

Date: 4/23/2017 12:53:48 AM

City/State/Zip: Paradise, Texas 76073

Company Complaining About: Rise Broadband

Description

I have paid for 15 Mbps for the last 2 and a half years. I have never got over 4 Mbps from this company. I currently on average get 950 Kbps (very slow). I have had 4 techs out in the last two weeks which two of them admitted to me that is the outdated equipment that their company has on outdated infrastructure. This company is not provided their side of the contract. I pay and have never been late and am getting nothing in return.

Ticket: # 1581544 - Severely under-delivered service; no customer support

Date: 4/23/2017 4:55:51 AM

City/State/Zip: Minonk, Illinois 61760

Company Complaining About: Heartland Cable

Description

I have been in contact with my ISP since 04/10/2017

We are paying for 100Mbps fiber - but since 04/09/2017 were experiencing download speeds of only 0.01 - 0.07Mbps on average. There are spikes to 30-90Mbps - but often it is literally only a spike, the speed will hover at 0.01 until it intermediately hits 90

I was told that they were doing a changeover from their provider and that things had not gone well. They claimed that they would be switching back to their previous provider over the weekend. We did see a 1-2 day increase in stability but it has since immediately dropped.

After several phone calls and emails I was able to get a 50% credit on our bill - but they claim that no refunds are generally available unless there is a 100% downtime for 12+ hours. It is my opinion, that if I am being charged \$90/month for a 100Mbps line - and they are delivering 0.01Mbps a majority of the time, that constitutes a complete outage of my advertised service.

Finally - they have claimed several times that **no one** has complained about their service since they updated it a year ago. I checked their Facebook, Google Reviews and Yelp! reviews and found consistently negative reviews - as recent as 2-6 months ago...so I know this not an isolated incident.

I am being forced to upgrade to a business plan in order to guarantee any kind of uptime.

I've attached a CSV of my logged speeds since I started recording them on 04/10/2017 as well as a transcript of the email exchange we've had thus far.

I was actually called at one point and when explaining what issue they were facing - the technician had to defer to me on how the device actually worked. I find this to be very disconcerting.

Email exchange was started several days after I was promised calls from a tech that never came.

Ticket: # 1581662 - VZW Jetpack Misrepresentation/Bait and Switch

Date: 4/23/2017 11:46:42 AM

City/State/Zip: Crestline, Ohio 44827

Company Complaining About: Verizon Wireless

Description

I've had an account with VZW for over 10 years. They recently announced an Unlimited Plan for Internet, so we "upgraded" our account. I also added a JetPack, a device for providing data only to other devices over wireless hotspot. The service was sold as 10GB of data/month through the device on the 4G network, then it continues "Unlimited at 3G speeds". No rep that I spoke or chatted with would tell me what this 3G speed was, but we've been customers long enough to know what their 3G speeds were. I was also told by more than one rep that unless I were on a congested tower, I most likely would not experience a slowdown.

I did everything I could to test the JetPack during the period in which I could return it if unsatisfied. I exceeded the 10GB limit several days, with very limited slowdown. Still what I would consider 4G speeds.

It's not until the second day of my April account cycle that the device slowed to an unusable speed. My download speed this morning was 30kbps. It's well below what the minimal 3G speeds were and basically a useless device after 10GB. It's slower than dialup.

I've been without internet for a week now because I reached the 10GB limit on the first day. I've chatted and spoken with Tech support (tier 1 & 2) multiple times this week. Their reps did recognize that the service was underperforming and oversold. Sharon, the manager I spoke with this morning (4/23) admitted that their slowing mechanism was broken until April 17th, which explains how the bait and switch worked.

I was led to believe that the performance I initially experienced was what I could expect out of the JetPack device and associated service.

To remedy the problem and attempt to keep my voice account with VZW, I asked them to allow me to return the JetPack for a full refund and waive the early termination fee. They have refused to do so, even after speaking with a manager. My options are limited and most likely will require me to move to another carrier.

Please impose the maximum penalty on VZW for their gross misrepresentation of the new Unlimited service. I've never been victimized by a bait and switch of this magnitude. It's disturbing to me that the biggest carrier in the country can get away with this level of fraud.

Ticket: # 1581808 - Century Link failed internet and customer service**Date:** 4/23/2017 3:55:12 PM**City/State/Zip:** Englewood, Colorado 80110**Company Complaining About:** Centurylink

Description

Century Link services continue to be way slower than advertised. Internet stops working on a consistent basis. It's been happening since I started services. I wanted to cancel and was told I am stuck with Century Link for 12 months or face a 200 dollar fine. Sat online for an hour chatting with Diana who said she would help me and then after 30 minutes disconnected me after promising an upgrade at the the same price. Essentially faster services for the same price to help with the slowness. Diana from Century Link disconnected me with no warning via chat. Second time contacting Century Link, chatted with Marinelsa G who refused to assist me and sent me over to sales to redo the upgrade process. I don't want Century Link. They failed to provide the speed and internet as promised but are keeping me stuck in a contract for their unacceptable internet services. The second chat session, the agent by the name of Marinelsa G. who did not want to help at all and transferred me to "Sales". After being transferred to sales to Steven E, I had to go through the entire verification process once again after doing this with the previous rep. Steven E did the same thing, just stopped responding after 30 minutes, no assistance , nothing. Just another chat disconnect. Another 45 minutes wasted for nothing. I do not want to be part of Century Links customer base any longer.They failed to provide speeds as promised in the advertisement nor provided any type of customer service or solution.

Ticket: # 1581829 - Verizon Home Fusion data limits

Date: 4/23/2017 4:19:45 PM

City/State/Zip: Cumberland, Virginia 23040

Company Complaining About: Verizon Wireless

Description

I am a Verizon wireless user using the home fusion service to receive 4G LTE internet for my home. When I upgraded to the unlimited data plan the stipulation of 10gb of "MOBILE hotspot" data was reasonable and I accepted that limit because the home Fusion product is not mobile, it is physically attached to my home and is incapable of being moved. I have just had my home internet speed reduced to 3g because I have used 10gb. This makes my home internet essentially useless and is not a satisfactory delivery of the services as I had agreed upon them. To call the Home Fusion service a "mobile" hotspot and subject it to a maximum of 10gb is dishonest and unreasonable. I hope this misclassification is corrected soon.

Ticket: # 1581849 - Poor Internet Performance in the Evening**Date:** 4/23/2017 4:49:06 PM**City/State/Zip:** Winburne, Pennsylvania 16879**Company Complaining About:** Zito Media

Description

I am subscribed to a 100 megabit down 10 up cable internet plan. In the evenings typically beginning around 7 pm and getting progressively worse until 10-11 pm my speeds drop down to approximately 3-5 megabits down and 3-4 megabits up, during this time I also experience higher than acceptable pings and large amounts of packet loss. My upload speed is also never at the 10 Mbps up that my plan is rated for. I have spoken to customer service about this issue many times since I began my service, they always say they will pass it on to their tier 2 guy who will resolve my issue or get back to me in 24-72 hours. The problem is yet to be resolved and I have only received one call from the tier 2 employee. They have sent technicians to my house approximately 5 times to replace modems and replace all the wiring from the tap to the modem. The issue is on their end. I understand that cable internet bandwidth is shared by every household on the node, but my internet should not become 30 times slower during peak usage times. I believe they have oversold the node in my area, and it cannot supply everyone with the bandwidth that they pay for. I am also missing a downstream channel on my modem and an upstream channel that maintenance was supposed to have fixed, but never did. I would also like to note that I am also an expanded basic video subscriber with Zito Media which when bundled with the ultra speed package that I am on gives me unlimited download data, this is stated in their policies and practices available on the website. Below I have attached some screenshots one of them being an email I received from their support after emailing about my issue, because phone support was not getting me anywhere, but I have had several phone conversations discussing it as well.

Ticket: # 1581931 - Internet service disruption

Date: 4/23/2017 7:39:20 PM

City/State/Zip: Garden Prairie, Illinois 61038

Company Complaining About: Rise Broadband

Description

Rise broadband has not been delivering the internet service that I entered into a contract for. I just got off the phone, again, and was told that there was a 'tower' problem and there was 'packet loss' and the engineers knew about it. They told me two days ago that the problem was fixed via email. They have signed me into a 15Mbps contract and are delivering 5's on a good day, and intermittent, sketchy connections with variable speeds on the other days. I have never seen speeds over 9Mbps, even when directly connected to their radio, regardless of the time of day. I believe they sold me a product that they cannot deliver on.

Here is what they sent me: To whom it may concern:

***Your ticket number (b) (6) for slow speeds has been updated. The most recent update is as follows. Your speed problems are being caused by an oversaturated piece of equipment on the network side. Our engineering group has opened a network ticket, and has notified our field team that we will need to update the equipment. If you have further questions or concerns please call technical support at 844-411-7473. Do not reply to this email. This ticket will be closed after 24 hours if there is no further contact, though the network ticket will remain open until a full resolution has been met. Thank you for your business.**

Then they sent me this after further complaints were issued....

***Thank you for contacting Rise Broadband,

This issue has been resolved.

If you are still noticing connection issues please call us at 1-844-411-7473.

Best Regards-*****

I just called and they can't give me a completion date, or answer WHY they keep giving me different answers.

They are still billing me over \$70 a month! I've attached the email they sent requesting that payment as well as a recent log of internet speeds.

Please investigate this as I believe there is an element of fraud.

[Ticket: # 1581947 - Slow internet](#)

Date: 4/23/2017 8:16:51 PM

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

Company Complaining About: Comcast

Description

I pay for 200MBps internet services but consistently get less than 10-20MBps even when only a few feet from the router.

Ticket: # 1581976 - Centurylink Internet issues

Date: 4/23/2017 9:04:07 PM

City/State/Zip: Waltherville, Oregon 97489

Company Complaining About: Centurylink

Description

We have been having very slow internet. Have had a technician scheduled to come out three times and they have never showed up. Centurylink has no record if these scheduled appointments, but I have texts and emails proving we had these appointments scheduled.

[Ticket: # 1582006 - Cox Upload bandwidth drops](#)

Date: 4/23/2017 10:02:07 PM

City/State/Zip: San Diego, California 92114

Company Complaining About: Cox

Description

i do not recieve the true upload speed of 30 mbps as I pay for. They have sent a technician out in the past, but he never got back to me with my results. I stream online and this causes issues.

Ticket: # 1582011 - Internet speed significantly slower than advertised

Date: 4/23/2017 10:12:31 PM

City/State/Zip: Grand Rapids, Michigan 49546

Company Complaining About: AT&T

Description

I placed an order on Feb 27th, 2017 for 45Mbps internet service for \$40/month with a 1-year contract and 2-year price guarantee. I have multiple emails, multiple recorded phone calls, and a chat transcript detailing the 45Mbps internet service order. Chat reference number (b) (6), DATE/TIME: 2017-03-23 19:17:19 "Janina D : As per checking, you will be getting 45Mbps speed". The installation was scheduled for March 17th, 2017, but AT&T missed the install appointment so it was rescheduled for March 20th, 2017. AT&T again missed the March 20th install appointment, so it was rescheduled again for March 27th.

The technician finally came out on March 27th to install the service. He first tried the connection at 45Mbps but was unable to get a solid, reliable connection at that speed. He went and checked some lines nearby in my neighborhood, and he even repaired some lines down the street (b) (6). After a long day of tinkering with lines and testing signal levels, the technician was only able to get 18Mbps service reliably because the line from the fiber backbone to my house is much longer (~5000ft) than it should be (~3200ft). The line from the backbone (b) (6) to my house (b) (6) takes an odd path adding up to approximately 5000ft (Misty Lane/eastbound (b) (6)). Note that the optimal path from my house to the backbone is approximately 3200ft (b) (6) where AT&T already has a line running. The tech further explained that there are options to tie my house (b) (6) into the optimal path, but AT&T didn't follow up on any of these options. The technician said verbally that I could call the billing department and ask for discounts due to the downgraded service.

On April 19th, 2017, I called an AT&T billing representative, and I complained about the downgraded service of 18Mbps when I had originally signed up for 45Mbps. The representative looked through my account history, and was unable to find any history of a 45Mbps order. After a long conversation, the rep wasn't able to apply any discounts, but after I said I would file an FCC complaint about it, she finally said she would upgrade me to 50Mbps internet service on May 3rd. I made it clear that I'm not interested in an unreliable, intermittent connection, yet the rep went ahead and submitted an order to get 50Mbps service to be started on May 3rd.

Further, I explained to the rep that it was unacceptable that there would be no discounts on my bill for the duration of the downgraded (18Mbps) internet service, so I told the rep that I would file an FCC complaint about that, and she basically agreed with me, so here we are. I'm only getting 40% of the service that was advertised to me, so I should only have to pay 40% of the advertised price as long as I have downgraded internet service, but the rep still disagreed on this point.

Resolutions that I will accept:

Continued 18Mbps service with a discount of 60% on the monthly rate backdated to 3/27.

Reliable 45Mbps (or greater) service starting on May 3rd, 2017, and a 60% discount for prior downgraded service.

Resolutions that I will not accept:

Continued 18Mbps service at the current monthly rate.

Unreliable 45Mbps (or greater) service at the current monthly rate.

No discount applied to my bill for the duration of 18Mbps service.

[Ticket: # 1582013 - slow internet speed, interruptions in service](#)

Date: 4/23/2017 10:26:05 PM

City/State/Zip: Milledgeville, Georgia 31061

Company Complaining About: Windstream Communications

Description

Internet dropping out frequently(several times daily). Paying for 12 mbps. Last 2 speeds even on Windstream site 2.45 mbps and 2.67 on Megapath. Speed drops frequently also.

[Ticket: # 1582237 - Fraudulent billing](#)

Date: 4/24/2017 9:56:17 AM

City/State/Zip: Jacksonville, Florida 32226

Company Complaining About: Comcast

Description

I have been paying for 70 MB speed for over a year, now I discovered that I have been receiving only 24MB. They have lied to me on countless phone calls. They bait and switch all the time. Please help.
Thanks

Ticket: # 1582376 - Spectrum

Date: 4/24/2017 10:48:50 AM

City/State/Zip: Saint Cloud, Florida 34772

Company Complaining About: Bright House

Description

Complaint of internet speed, for example my test shows I am running at 12 and when I call Spectrum they insist I am running at full 60. This has been an ongoing issue and I am tired of having techs come out to my house that are not fixing the problem. Here I am still paying for service I am not receiving. I've already turned off my cable with them and I guess now I am going to have to disconnect internet with them as well. Plus customer service cannot answer any of my questions when I question them on the charges. Our neighborhood has a message board and I am not the only one complaining about this.

Ticket: # 1582594 - Internet dropping and speeds are significantly slower than advertised

Date: 4/24/2017 11:48:27 AM

City/State/Zip: Bentleyville, Pennsylvania 15314

Company Complaining About: Fairpoint

Description

The advertised speed for our account is 30 Mbps down and 5 Mbps up. It was tolkd to me during a previous phone call that a 20% fluctuation is acceptable. This is a reasonable tolerance as traffic can vary based on a number of factors. Given that it would be no less than 24 Mbps down and 4 Mbps up. Currently the average in 2017 is 9.52 Mbps download and 3.58 upload. I'm using two monitoring services (testmy.net and speedof.me) to keep track of the speeds. Since using these services since 2013, the average speed has been 19.88 Mbps download and 2.18 Mbps upload. I've complained about the slower speeds previously to the FCC in 2015 under ticket #198784. It took over 6 months for Fairpoint Communications to install the required hardware and fix the issue. In 2016 the average speeds were improved to 21.33 Mbps down and 2.60 up. Still not within the 20% tolerance, but workable.

In the past 4 weeks I have called about our service as it has been up and down with no connectivity. I've been told each time that a technician will be calling me, but I have only received one phone call to give me a new cable modem. However, that didn't resolve the issue. I've look for alternative ISP's in my area and outside of satellite connection or mobile connection, there aren't any alternatives. Comcast has stated that there is a franchise set up with Bentleyville Communications (Fairpoint Communication purchased them in 2005).

Another issue that has arisen is that we pay an additional \$5.00 per month for a static IP address, but it has changed like it is under DHCP protocol instead of remaining the same.

We pay \$73.92 per month for these speeds as well as a static IP address for remote access to our internal network.

Ticket: # 1582772 - Internet service

Date: 4/24/2017 12:31:23 PM

City/State/Zip: Liberty, South Carolina 29657

Company Complaining About: AT&T

Description

I have lived in a 29 home subdivision for the past 8 years, and have used AT&T for internet service the entire time. There are no cable companies available. Virtually all residents have the same problem with extremely slow connections, inability to use streaming services, etc. Although ATT is charging for high speed internet, they have never provided it. On several visits by their techs, they have admitted that they cannot provide the advertised speed due to insufficient cable size. They said that ATT does not feel that it is cost efficient to run new cabling. Between the ATT costs, paying for Netflix and Amazon Plus that we cannot use, we have spent a lot of money for nothing!

Ticket: # 1582960 - Century Link exhausted their network

Date: 4/24/2017 1:14:08 PM

City/State/Zip: Aurora, Indiana 47001

Company Complaining About: Centurylink

Description

I have had Century Link Internet for several years and suddenly my service has slowed to the point that it almost does not work at all. The best they offer in this area is 10 Mbps so that is the package I have and pay for. My bill with taxes and fees and bundled with a home phone they talked me into in order to lower my bill is over \$70 per month. I have been running speed tests throughout the day for the last several days and do not even get 1 Mbps. Usually less than .05 Mbps. The repair man finally came out today and said there is nothing they can do. The system is exhausted due to over selling to the area and needs a major upgrade that will take at least several weeks before any better speeds can be seen. I attempted to call Comcast but they are not in this area. I am locked into a contract as well.

[Ticket: # 1583398 - Frontier Internet not working](#)

Date: 4/24/2017 2:54:47 PM

City/State/Zip: Manchester, Michigan 48158

Company Complaining About: Frontier Communications

Description

We are tired of paying for a service and not getting that service as promised. When our internet actually works, which is very hit and miss, it is so slow, that basic internet use becomes impossible.

Ticket: # 1583627 - Internet speed

Date: 4/24/2017 3:46:06 PM

City/State/Zip: Columbus, Georgia 31907-0834

Company Complaining About: Mediacom

Description

We are suppose to have 60mps available. This is what we are paying for. How ever , in the past 8 mo., this the length of time of our service, the highest speed has been 40.2 mps. We are with MEDIACOM in Columbus, Ga.

[Ticket: # 1583662 - Internet](#)

Date: 4/24/2017 3:53:34 PM

City/State/Zip: Columbus, Georgia 31907-0834

Company Complaining About: Mediacom

Description

We are suppose to have 60mps. That is what we pay for, however most we receive is 40.2.

Ticket: # 1583722 - Paying for 300 mbps only getting 50 mbps

Date: 4/24/2017 4:10:52 PM

City/State/Zip: El Monte, California 91732

Company Complaining About: Time Warner

Description

I've been paying for 300 mbps for over two years with Time Warner Cable now Spectrum and I've rarely gotten my paid speed. I've had a tech come to my house two times and admit that they can't figure out why I'm not getting the speed I'm paying for. I need resolution to my issue ASAP. Thank you.

Ticket: # 1583974 - Verizon limiting internet data

Date: 4/24/2017 5:21:06 PM

City/State/Zip: Bakersfield, California 93380

Company Complaining About: Verizon Wireless

Description

I previously had the Verizon 100Gb plan and at the end of January, Verizon convinced me to switch to the Unlimited plan the would meet my needs. I have been using the unlimited plan with my hot spot with no problems, no only a week into the new billing cycle they are limiting me to only .0057 Mbps of download and .0082 Mbps of upload. I made a complaint last week and they called me and told me it is not an unlimited plan and that I now only have 10 Gb of fast data and then it is cut back the rest of the billing period. I read through all the information on the plan n there web sight and it state after 22 Gb it can be throttled back during peak hours and then back to full speed. At this time it is so slow and it time out logging into my sites. They called me and said I can be switched back to the 100 Gb plan, but it would now be over \$250 higher than what I paid prior to them offering the unlimited plan that they now are telling me is limited to only 10 GB of data. Please help resolve and when I log into my account it states unlimited with no disclaimers, the rep that called me back stated the account information does not have to show that it is limited to only 10 Gb and then it is limit to a slow speed that is unusable.

Ticket: # 1584319 - COMCAST - SPEED THROTTLED

Date: 4/24/2017 7:47:32 PM

City/State/Zip: Washington, District Of Columbia 20004

Company Complaining About: Comcast

Description

I am not receiving the speeds and service that I am paying for with comcast yet again. Their repeated behavior is to throttle our internet speeds with no resolution other than to send out a technician that does not show to their appointments. We have continued screenshots as proof of them throttling us. We use streaming services such as Amazon, Netflix and MLB.TV.

Ticket: # 1584447 - Internet Speed Complaint

Date: 4/24/2017 8:59:48 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

Our neighborhood can only get internet through frontier wireless. We pay premium prices for a guaranteed 5Mbps speed and receive less than 1Mbps. This is a consistent problem for the 3 years I've lived here and is the same for the rest of the neighborhood. Frontier tells us that our speed is fine and they have no plans to update the equipment.

[Ticket: # 1584453 - slow internet speed not as advertised](#)

Date: 4/24/2017 9:06:33 PM

City/State/Zip: Bronx, New York 10459

Company Complaining About: Optimum

Description

internet speeds are very slow no where near the 200mbps connection i am suppose to have they are advertising 200 mbps speeds i am getting 20mbps download very slow speeds the cable company came to my house three times to fix the issue and they couldnt fix it they told me the main server is to slow to provide me the 200 mbps speeds which i am paying for

Ticket: # 1584480 - Internet selling 3.5 mps in contract and providing.18

Date: 4/24/2017 9:35:36 PM

City/State/Zip: Saluda, North Carolina 28773

Company Complaining About: Riverstreet/ Wilkes Communications

Description

Riverstreet communications/ Wilkes Communications promised Fiber optic speeds by December 2016 and sold me a package at a minimum of 3.5 till then. When I did speed tests I was getting .18 download. When directed to a different tech each time I call to try to remedy problems. I'm told there is no way they will give more than 1.5 mps.

Tech came to house April 24 and called in to get me up to 3.64 mps. So it can be provided. I don't get their aversion to just provide service at my contract speed.

[Ticket: # 1584491 - Spectrum refuses to honor written offer](#)

Date: 4/24/2017 9:45:33 PM

City/State/Zip: Greensboro, North Carolina 27408-4612

Company Complaining About: Spectrum

Description

Spectrum sent an via mail which they refused to honor when I contacted them by phone, at the number they provided for that purpose. Instead they tried to sell me services at a higher price. They have consistently refused to honor the offered price.

[Ticket: # 1584523 - Century Link network connection speed](#)

Date: 4/24/2017 10:18:35 PM

City/State/Zip: Glide, Oregon 97443-9722

Company Complaining About: Centurylink

Description

Have complained for years that Century Link connection speed cannot keep up with demand. 10 Mbps connection subscription, in the evenings can barely reach 2 Mbps. Each time a technician is dispatched and each time the tech finds nothing wrong with the wiring and blames the speed shortfall on old equipment in the Century Link pedestal down the road.

Ticket: # 1584580 - Not Upgrading to Advertised Speed**Date:** 4/24/2017 11:26:14 PM**City/State/Zip:** Lebanon, Tennessee 37090**Company Complaining About:** Charter

Description

Charter, now know as Spectrum, had changed their advertising to state their internet speeds as 100Mbps for all new and current customers. I'm currently paying for 60Mbps. When calling to inquire about this change, just as is it's state on the website, I was informed that it is not available in all areas. But changing my bill to \$100 a month, I can get the speed immediately, there by meaning it was available but only to those that pay more money. To me, this is extortion. The speeds were clearly available but behind a higher monthly bill, which was not advertised. I have called twice on this matter and received the same response. I've asked around my town about this and people are getting different responses from Spectrum each time they call. It honestly depends on who is on the other end of the phone. Sometimes you can upgraded, sometimes you get the answer I've received.

[Ticket: # 1584621 - internet throttling](#)

Date: 4/25/2017 1:04:25 AM

City/State/Zip: Tolleson, Arizona 85353

Company Complaining About: Cox

Description

unable to get any more than 5 Mbps , while i pay for 50Mbps, I beleive i am being throttled

[Ticket: # 1584645 - Century Link](#)

Date: 4/25/2017 3:24:07 AM

City/State/Zip: Hamilton, Missouri 64644

Company Complaining About: Centurylink

Description

Century Link does not provide the internet speeds that are paid for. I pay for 10 mps and generally get around 2. Sometimes less. Have contacted them many times.

[Ticket: # 1584724 - Spectrum internet deceptive practices](#)

Date: 4/25/2017 8:47:05 AM

City/State/Zip: Holden, Maine 04429

Company Complaining About: Time Warner

Description

I live in Maine where Time Warner Cable was recently merged with Spectrum, internet service in my area is now offered through Spectrum. Spectrum publicly advertises only one available internet speed in my area at 60Mbps. Advertised speed cannot be reached, service provided is identical by all available metrics to the previous TWC 20Mbps service. I have contacted the company, who assert that the area only has 60Mbps service, and that I currently have those rates. Others in my area are experiencing the same thing as they receive their new bills for Spectrum. I believe that the company is falsely advertising new services when they are only utilizing the pre-existing TWC services with no upgrades, despite the increase in cost.

[Ticket: # 1584854 - not enough bandwidth](#)

Date: 4/25/2017 9:56:13 AM

City/State/Zip: Richmond, Virginia 23227

Company Complaining About: Verizon

Description

Verizon is charging me 77\$ for 50 Mbps. This is data. When I try to stream a movie, my tv states that there is "NOT ENOUGH BANWIDTH". Then verizon tried to get me to pay for more data. Paying for more data will not cure a bandwidth issue. Thus I have limited wifi, a huge bill, and NO SOLUTION.

Ticket: # 1584991 - Internet Speed 1/10 advertied amount for 1 year

Date: 4/25/2017 10:37:52 AM

City/State/Zip: Las Vegas, Nevada 89131

Company Complaining About: Centurylink

Description

For over a year my internet speed has been far less than advertised. About 2 months ago 3rd or 4th of March a technician reported back to me that the main fiber optic line to this reported is rated for 2.5 gbs, and there are 12 customers on that line. My internet package is 1gbs. I have contacted up to three times a week both by phone email and chat, they wont fix the problem and keep giving me a run around further despite the fact that I am paying \$125 month for internet and getting only 150 mbs they wont discount my rate until the problem is resolved. I attached an email thread that shoes that every contact with customer service they refer me to technical service, technical service send me to customer service to request a rate reduction. they did finally provide a \$60 credit after 1 year of slow internet, but no resolutions and It was a one time credit they still are charging full price.

Ticket: # 1585495 - Hughes Net Service

Date: 4/25/2017 12:11:34 PM

City/State/Zip: Jefferson Hills, Pennsylvania 15025

Company Complaining About: Hughes Net

Description

Enclosed, please the Hughes Net Modem, Power supply and the LAN Cable. When I called to request cancellation of services, I was assured that I would not need to go on my roof for your equipment. Based on the instructions in your kit, I would need to climb onto my roof and I would need heavy duty wire, cable cutters, 7/16 inch wrench, phillips head screwdriver and you were supposed to include a 7/64 hex wrench which was not in the box. I'm disabled and cannot go on my roof to get the radio you have sent instructions for. You will need to send a technician to remove the radio from your satellite on the roof since I cannot find a company that is will to do this.

I have to say that I am extremely disappointed with the customer service that we have received from your company. The internet speeds were painfully slow and your customer service team sent the return box to the wrong address after me verifying no less than 5 times the correct address that it needed to be sent to.

[Ticket: # 1586562 - Slow internet](#)

Date: 4/25/2017 3:00:36 PM

City/State/Zip: Sheridan, Arkansas 72150

Company Complaining About: Windstream Communications

Description

I live in a rural community in grant county Arkansas. I recently lost all cell service at my house. AT&T sent me a microcell to boost our signal. I have windstream internet (only available in grant county) Well the microcell works off of our wifi. The Internet is so slow in our area that the microcell won't work.

Ticket: # 1587563 - Internet Speed/Time Warner Cable

Date: 4/25/2017 7:14:22 PM

City/State/Zip: Mint Hill, North Carolina 28227

Company Complaining About: Time Warner

Description

Time Warner cable has been unable to regulate my internet speed (wifi) for the last 9 months. I have spent many many hours on calls and they have sent numerous technicians to my home with no resolution. They are forcing me to pay for 300mbps just to be able to run 100mbps (sometimes). They are telling me that this is the way wireless works. I cant imagine that is the case otherwise no one would ever be able to subscribe to anything less. I have submitted a complaint to the BBB which resulted in yet another technical visit to my home. The Supervisor and Manager both told me they cant do anything about wifi. I do not believe Time Warner sells their service with the disclaimer that all devices must be hard wired. This just cant be right. Hoping someone can help me.

[Ticket: # 1587816 - comcast throttling VPN traffic](#)

Date: 4/25/2017 9:17:52 PM

City/State/Zip: Reston, Virginia 20194

Company Complaining About: Comcast

Description

I am a government contractor, and must use a VPN to connect to work. My traffic is supposed to be 200Mbps, but drops 10 less than 10Mbps when I use a VPN. They are, clearly, "traffic shaping" or "throttling" my bandwidth.

[Ticket: # 1587828 - Speed was throttled and then changed after complaint](#)

Date: 4/25/2017 9:21:57 PM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

Speed originally was 75Mbps consistently. Over time there was a substantial decrease to 7.5Mbps. After an initial complaint with Comcast the speed went back to the original with no changes, physical or technical, having occurred. The change was within minutes of being transferred to their team.

Ticket: # 1587935 - Extremely bad dsl connection

Date: 4/25/2017 10:25:13 PM

City/State/Zip: Hackervalley, West Virginia 26222

Company Complaining About: Frontier Communications

Description

For more than 10years I have been begging my internet provider to help me to no avail. My lines are able to get 3.0 downloads. I pay \$69.00 a month and I get .233 or .323. It is so slow that in these days of high speed internet everybody in Hacker Valley Wv know that high speed doesn't exist. So much I could say about this but not enough room to write it all but this time just as all the times before they sent out the local guy, who is not authorized.to do anything except bring a new modem. Frontier is the only carrier here, we have no competition. Please help me and everyone else living in this area. There was a lot of money allowcated to update this area, where did the money go? We have have not had any updates or faster dsl., please, please help us! Thank you.

Ticket: # 1588065 - Cablevision internet

Date: 4/26/2017 12:13:10 AM

City/State/Zip: Brooklyn, New York 11230

Company Complaining About: Cablevision - Optimum

Description

Cablevision claims that they supplied me with a certain internet speed but in reality they have lied and my internet is very slow. I believe that cablevision has lied to me for years about my internet speeds

Ticket: # 1588122 - Not receiving the internet speed per the contract

Date: 4/26/2017 1:56:36 AM

City/State/Zip: Capitol Heights, Maryland 20743

Company Complaining About: Comcast

Description

Hello,

I have been experiencing slow internet speed since the first time I started the contract. On December 2016-January 2017, I contact Xfinity to advise that I was receiving very low internet speed. They sent two technicians to try to resolve the problem, and did not do anything to fix the slow connectivity problem. I spent hours and hours talking on the phone with Xfinity's tech support. I'm currently signed up for 200mbs blast plan. However, i'm only receiving 26.00 mbps for the download speed and 3.33 mbps upload speed. I called Xfiniti on 4/24/17, and they informed me that someone was going to follow up with me within 24 hours after doing some research. I did not hear from anyone, and I'm very disgusted with their service.

[Ticket: # 1588225 - Internet speed](#)

Date: 4/26/2017 8:34:15 AM

City/State/Zip: Rome, New York 13440

Company Complaining About: Time Warner

Description

I have a high speed internet account with Spectrum cable. I have been getting charged for 100MBPS when I am only getting 50MBPS. I had Spectrum look at it as well and they confirmed that I was only getting 50mbps. I checked some other PC's in the area and found the same thing. Spectrum is charging and promising 100 MBPS for their customers and they are only getting 50 mbps. I reached out to Spectrum and I am getting no cooperation from them. The computers I checked were all capable of handling 100mbps or more.

Ticket: # 1588319 - Mattawan, MI 49071 Internet

Date: 4/26/2017 9:37:26 AM

City/State/Zip: Mattawan, Michigan 49071

Company Complaining About: Frontier Communications

Description

There are major problems with what is provided in Mattawan MI for internet. Mediacom owns rights to the area but won't put internet options in. This means Frontier is the ONLY internet provider for the area. They are charging \$70.00 a month for 6mbps (in reality I havent had any larger than 1.5mbps). This is price gouging many hard working blue collar citizens. PLEASE HELP US!

Ticket: # 1588618 - Cox Internet - Grab a chair

Date: 4/26/2017 11:13:38 AM

City/State/Zip: Chesapeake, Virginia 23321

Company Complaining About: Cox

Description

I have had Cox Internet in my apartment for a while now and in the last 2-3 months I've had massive issues with them. I do understand companies throttling and things of that nature, but Cox AT MOST is giving me 20% of what I pay for. I have had 5 appointments all within 2 weeks (3 x Tier 1 analysts (that essentially kept trying to pin the poor speeds on my X2 Nighthawk router), 1 appointment that they completely pulled a "no call/no show", and 1 appointment where they had 3 x Tier 2 analysts come out. Now the worst part is that the conclusion from the 3rd appointment, where they ran a 100ft cable into my apartment straight from the tap (proving there was bottlenecking on the ISP's behalf, even with their modems and routers) was that it was a faulty Cox tap or their lines from the ISP to feed the tap. Before the 5th appointment, I found out they had a service van come out here unreported. So when the 5th appointment happened, the Tier 2 analyst guys ran diagnostics and everything looked perfect. Luckily, I have video evidence of one of the appointments, pictures of extreme cutbacks (usually around 25 Mbps, paying for 150 Mbps) to the apartment, and everything. Just to run some numbers, I was paying for 150 Mbps, but receiving 33 Mbps MAX. (picture evidence and video evidence of that being the case when they ran the 100 ft line). Then I turned my plan down to 100 Mbps, because I won't overpay for a service they can't give me. Now I pay for 100 Mbps but as I am typing this out I am getting a constant 19 Mbps. I don't see how they can even legally give me less than 20% of what speeds I am paying for. I gave them several attempts to fix it, wasted a lot of time (as I am active duty and taking time off is my leave days), and I get the same thing over and over. I just want the speeds I pay for. I would have dropped them a long time ago (and have 3 people that were watching my live stream during the 3rd appointment that DID drop Cox) but they are the only ISP I can get here. I have footage and pictures on different occasions. From the chat messages with them, to the appointments, to the data speeds with the dates, etc.

[Ticket: # 1588879 - Internet Bandwidth from ATT](#)

Date: 4/26/2017 12:17:41 PM

City/State/Zip: Atlantic Beach, Florida 32233

Company Complaining About: AT&T

Description

(b) (6)

[Ticket: # 1589575 - Rebuttal to Ticket #1291564](#)

Date: 4/26/2017 2:55:23 PM

City/State/Zip: Bridgeport, Connecticut 06605

Company Complaining About: Frontier Communications

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1589767 - Centurylink not providing speeds promised**Date:** 4/26/2017 3:43:49 PM**City/State/Zip:** Whitefish, Montana 59937-8145**Company Complaining About:** Centurylink

Description

We live in rural Montana. We have had centurylink internet because that is all there is available to us. We are paying for 10Mbps service. In the last two months, our speeds have diminished significantly, going from over 5mbps to less than 0.5 Mbps. We called and reported the problem on march 29. They said it was resolved, but nothing had changed. We complained again on march 31 and they said it would be fixed by the 3rd of April. It was still the same problem on that date so I called again. They said it might take up to a month. I called last week and they didn't respond to my inquiries. I finally get to a response today, exactly four weeks after my original repair request. The problem is bandwidth exhaustion and they have moved it from a temporary status to a permanent one. In other words, it will not be fixed. We were not informed of this by the company. They have not lowered our rates to reflect the new, slower service. It is an area wide issue and no one knows that this is permanent. Centurylink is deceiving their customers by charging for high speed and not providing it. They should upgrade the lines or send out notifications to all the effected customers of the chance and reduce fees accordingly.

[Ticket: # 1590000 - Otelco](#)

Date: 4/26/2017 4:44:42 PM

City/State/Zip: Oneonta, Alabama 35121

Company Complaining About: Otelco

Description

We have Otelco internet. Unfortunately, we pay for a service we hardly receive. The internet goes out daily, several times a day. Our daughters monitor hooks to the internet therefore we can not check the monitor when the internet is out. It's extremely frustrating to pay for a service that hardly works. Otelco is the only choice in internet for the area.

Ticket: # 1590023 - Internet Speed Fraudulent Marketing

Date: 4/26/2017 4:50:12 PM

City/State/Zip: Northfield, Illinois 60093

Company Complaining About: Comcast

Description

I am paying for 300mbps service and are not receiving this service at any time. I am only receiving 200mbps service at best and many times my internet service get so slow that netflix is left buffering, even with only one internet stream and over a physical lan line. I have tested speeds on multiple websites on multiple computers both using LAN and WIFI at numerous times during the day and my speeds are always nearly 100 mbps slower than what I am paying for or even as much as 200mbps slower. Comcast has sent out techs to check the line and they say they cannot find a problem. Comcast is committing consumer fraud and charging for services that they are not delivering.

Ticket: # 1590285 - internet

Date: 4/26/2017 6:09:12 PM

City/State/Zip: Gibson, Georgia 30810

Company Complaining About: AT&T

Description

Live in rural area. Paying for high speed. Service was good until about two years ago. Will not even play a video without it stopping several times before video is finished. Have had technician out several times and they say it is as good as it is going to get. Every year the price goes up but service is slower than dial-up. I am not getting what I am paying for. Talked with several neighbors and they have the same problem. Not happy with service.

Ticket: # 1590407 - Cox Communications Failure to Provide Services Paid For

Date: 4/26/2017 7:10:45 PM

City/State/Zip: Crestview, Florida 32536

Company Complaining About: Cox

Description

I have been fighting with Cox for over 2 years about the internet speeds I am receiving. I'm paying for one speed and am not even getting close to half that amount.

[Ticket: # 1590427 - Centurylink slowing internet speed](#)

Date: 4/26/2017 7:24:21 PM

City/State/Zip: Kila, Montana 59920

Company Complaining About: Centurylink

Description

Over the past year or more our internet service and speed continues to degrade. Brutally slow speeds are common. I was told repeatedly that "they are working on it." Continued calls I asked if they are currently "working on it" or planning on working on it? At about the seventh call one of the employees fessed up and said, it's not going to get better. Recent calls to customer service they are calling it a "permanent bandwidth exhaustion." In other words, similar to the airlines, they oversold the available seats. Instead of putting me in First Class on the next available flight, they continue to charge a premium rate for substandard services. And all this time customers in metropolitan areas have super fast speeds at low monthly rates. So so frustrating.

[Ticket: # 1590458 - AT&T not honoring unlimited data usage](#)

Date: 4/26/2017 7:47:13 PM

City/State/Zip: Tampa, Florida 33624

Company Complaining About: AT&T

Description

I have an unlimited data usage plan with AT&T and they continue to text me that I'm getting close to my limit for the month. I've filed this complaint before and they still threaten to move me to a slower "lane". Unlimited means there is no limit.

Ticket: # 1590650 - Suddenlink Communications**Date:** 4/26/2017 10:30:16 PM**City/State/Zip:** College Station, Texas 77845**Company Complaining About:** Sudden Link

Description

I want to file a complaint against Suddenlink. They are ripping off their customers. They are illegally throttling their internet speeds. I'm paying for 100MBS. Please review my attached speedtest, then review the charges on my bill. Its illegal. On my Speedtest, attached excel spreadsheet, the only reason one day was over 100mbs, is because I complained to your agency and Suddenlink's supervisor called me, they came out to my house and didn't throttle my internet that night. Now its back to the same old stuff. Their stealing money from their customers, and misleading the public with false advertising, and fraudulently adding charges on our bill for services we are not getting. Here's a record of my speed that was done using Suddenlinks speed test site. Click the link or see the excel attachment of the excel spreadsheet and a copy of my charges from Suddenlink that shows they are falsey charging me for services I am not receiving.

(b) (6)

Ticket: # 1591515 - Re: Poor Internet Service & Even Poorer Customer Service - NewWave Communications

Date: 4/27/2017 11:45:10 AM

City/State/Zip: Oreana, Illinois 62554

Company Complaining About: Newwave Communications

Description

This is a follow-up to your previous request (b) (6) 9 "Poor Internet Service & Even Poorer Customer Service - NewWave Communications"

NewWave Communications has never contacted me regarding these issues. I have received no phone call, no e-mail, no letter, etc. My service is also no better than it was previously. I even (foolishly) increased my plan to their 15Mbps plan hoping to get at least the 10Mbps I was originally paying for. I'm still regularly getting less than 5Mbps during my family's home hours. Their "customer service" continues to insist they send a technician to my home, when they've already determined there isn't an issue at my residence - the issue is in my local area. I have also asked again to be put in touch with their local management, which has yet to happen.

Ticket: # 1591539 - Paying for a service that the company cannot provide

Date: 4/27/2017 11:51:01 AM

City/State/Zip: Hendersonville, North Carolina 28792

Company Complaining About: Morris Broadband

Description

I have been paying for 20 Mbps for at least two years (internet) and have repeatedly complained about not getting the service. A few days ago, I did a speed test and it was around 2Mbps. I believe the company has fraudulently accepted payment for service they knew they could not provide. After a call a few days ago, they said we were located in a severe usage area and they offered to reduce my bill by \$10.00 and give me 10 Mbps. My anger stems from my suspicion that I was told and sold a service they knew they could not provide. They have no firm date when they will provide the service. I have been paying approximately \$70.00 per month and have repeatedly complained. Unfortunately they are the only cable company here. They are gauging customers. Just rechecked bill. I have been paying \$59.95 a month for 20 Mbps, not approximately \$70.00 per month. We subscribe to Netflix and Amazon video streaming, they do not work well because of the slowness of the speed.

Ticket: # 1591703 - Not getting speed I signed up for

Date: 4/27/2017 12:30:00 PM

City/State/Zip: Rowlett, Texas 75088

Company Complaining About: Spectrum

Description

I contracted with Spectrum for TV Select and Internet services starting at 100 mbps the second week of April and they installed their equipment and services started on April 10, 2017. Two days later I started having trouble when the internet would not work as a result of it being turned off while they buried the line under my grass to their box on the side of my house. I had been getting 108-112 speeds, now I'm only getting between 62 and 76. After many calls and 5 visits from tech people, my speeds are only in the 61-79 range, which is the service for 60 mbps, not the 100 mbps that I contracted for. They can send as many techs out as they want, but I have been told more than once when I call in to report the issue that they have to "check to be sure if 100 mbps is what I am supposed to get" and as a consequence I am only getting the speed for the 60 mpbs service instead of the 100 mbps service. Please see the attached screen shots. I also object to having to pay \$5/month extra for WiFi when their modem will not work without it turned on. My Airave is plugged into the modem so that my cell phone will work in my house. The Airave requires 800 kbpm and no Wifi, so that proves their "free modem" is not free because I have to pay \$5 for

Ticket: # 1591822 - ConnectAmerica Project in Cooper Maine

Date: 4/27/2017 12:58:31 PM

City/State/Zip: Cooper, Maine 04657

Company Complaining About: Fairpoint

Description

Fairpoint Communications completed a CAF II funded project in Cooper Maine last August 2016. They have only turned on a couple of roads, most of which have few people. I would like to know as an American citizen if I can have access to exactly how the Connect America Funds were spent for this project. Is there a mechanism similar to a Freedom of Access request that will allow me to see how much of Connect America money was spent on this project? I don't need information on Fairpoint's own funds unless that is public knowledge. Please let me know how I can view this projects expenses. Thanks.

Ticket: # 1593029 - Internet data throttling or data capping

Date: 4/27/2017 5:31:03 PM

City/State/Zip: Mishawaka, Indiana 46544

Company Complaining About: MetroPCS

Description

the company did update and some type of program patch on the service application. i've been a customer for long time and always have had high speed until this week i had been getting 10-17mbps now i'm not even getting 1 mbps last test i did was less than 1 mbps. that is data capping and internet throttling. please tell me what can be done it's not just my service a lot of customers are being lied and ripped off by MetroPCS/T-Mobile. i attach two jpg of where my service and i am located it says 4G LTE but only getting 2G speed if that.

Ticket: # 1593205 - Frontier Commucations

Date: 4/27/2017 6:31:02 PM

City/State/Zip: New Meadows, Idaho 83654

Company Complaining About: Frontier Communications

Description

Frontier is a horrible company when it comes to the internet I pay for 12Mps and only receive 9.32Mps since my neighbors have hooked up to the internet with high speed. Like most people in the canyon I have no other choice but to go with Frontier as I have no other company available to choose from. Yes they have the monopoly for phone service. Sometime the internet will go out for hours if not days. rarely but it does happen. If you where to take a poll of the people on frontier and ask them if there was another company to choose from they would go with it just to get away from the miss bills crappy internet service and the smug way they act. Most of the time the local office you cannot even get through to and to get a techation out it takes days most all the time. I pay extra for the 12 Mps
Thank You

(b) (6)

Ticket: # 1593338 - Chairman Pai is Colluding with Commercial Interests To Harm Consumers and Lying About It

Date: 4/27/2017 7:09:52 PM

City/State/Zip: Castro Valley, California 94546

Company Complaining About: AT&T

Description

The GREAT MAJORITY of citizens are for Net Neutrality. We recognized that no one entity shall have greater priority over another on the public internet. This is how it was designed, and this is how we maintain EQUAL ACCESS for ALL. As soon as we allow the maintainers of the public internet to ACTIVELY decide what traffic arrives when and to where, we are impacting freedom of speech and removing a CRITICAL forum for citizen communication by allowing anyone with enough money to decide what speech can be heard, by whom, and when. The worst part: this attempt to SELL OUR FREEDOMS is being done in the name of increased profits, and has ABSOLUTELY ZERO PUBLIC BENEFIT. Chairman Pai, and those who blindly serve his corrupted interests, should be ASHAMED of themselves for KNOWINGLY MISLEADING THE PUBLIC - there is INSUFFICIENT COMPETITION because of INSUFFICIENT REGULATION. "Freedom" in this case should mean :the Freedom to Communicate", not, "The Freedom to Make As Much Money As Possible." This is disgusting, and MUST END.

Ticket: # 1593598 - slow internet

Date: 4/27/2017 11:00:49 PM

City/State/Zip: Marion, Illinois 62959

Company Complaining About: Frontier Communications

Description

I am paying \$34.99/ month for advertised download speed of 6 mbps. I am currently receiving speed of 0.72 mbps. I have contacted frontier so many times it is ridiculous. there are too many issues to explain all of them, long story short frontier has done nothing to resolve my issues. the more customers frontier adds the slower my speed gets. Frontier is promising new customers speeds of 6mbps for \$34.99/month and speeds up to 24mbps for \$54.99/month on the same line I am on. A frontier service technician told me there is no way customers can possibly get those speeds on my line. but if customers want to pay frontier \$54.00/month for 0.72 mbps frontier will take customers money and listen to them complain and do nothing to improve service. It has been this way for years and getting worse every day. please note, frontier is the only internet offered in this area. I have contacted every internet provider I could find . none offer service to our area. please help.

[Ticket: # 1593639 - internet throttling](#)

Date: 4/28/2017 12:22:37 AM

City/State/Zip: Alexandria, Virginia 22315

Company Complaining About: Cox

Description

i'm being throttled on my internet. i'm paying for 150Mbps and only receiving ~25Mbps, about 1/6 what's expected.

[Ticket: # 1593752 - No e-mail service](#)

Date: 4/28/2017 8:15:17 AM

City/State/Zip: Ocala, Florida 34481

Company Complaining About: Dcm Cable, Ocala, Florida

Description

I'm paying DCM for e-mail and internet service and the e-mail address has been out of service for a week. They have no answer as to when we might get our e-mail back.

Ticket: # 1593786 - Data Speeds get downgraded a test showed .2Mbps

Date: 4/28/2017 8:44:37 AM

City/State/Zip: Wyandotte, Michigan 48192

Company Complaining About: Verizon Wireless

Description

Verizon Wireless just recently came out with a UNLIMITED 4G DATA PLAN. You know Verizon Wireless, all their advertisements brag and boast about how they have the MOST 4G LTE COVERAGE. Not to long ago they came out with an Unlimited Data plan. I was out of contract with Verizon Wireless but due to their new plan I called them up. I ordered an Android phone for my son and also the sales Rep convinced me that getting a Line at only \$20 a month so that I can use Verizon 4G LTE as WiFi in my home was a great idea. He told me that the 4G LTE speed was 14 MBPs and if I was going to upgrade to the NEW Verizon Unlimited Everything Plan I could even cancel my Internet at home and I would be able to simplify things into one bill. I explained to the Sales Rep that I didn't have cable TV I only used streaming TV like Netflix, and Amazon Prime. I further told him that with (at the time) my current internet provider AT&T I paid \$30 extra a month to have Unlimited Data because I had used over their allowed Teragig a month. I told him that I used the month before I called him was about 1500 Gigs of Data thru AT&T. He assured me that Verizon's Unlimited Plan would cover my needs for all my streaming problems. I also explained to him that I was out of contract with AT&T but I had managed to talk them into a \$10 discount every month for being a loyal customer, but this sales rep continued to tell me all the benefits of Verizon's Unlimited Plan, and getting the Jetpack Ellipsis (He referred to it as similar to the router I had from AT&T. I purchased my son a new cell phone (2 year contract)
I purchased a 3rd line for the Jetpack Ellipsis (2 year contract)
and after the first month everything seemed to be fine I had no speed concerns I decided to upgrade my phone just last week with Verizon because of the success
I purchased me a new cell phone (2 year contract)

Yesterday I received a text that said "Your 4G Internet ending in #1906 has 1GB remaining of its 10 GB 4G LTE allowance, which resets on the 25th.

That text message came as such a shock and disappointment I called up Verizon Wireless and told them about my text message. The Rep. I was speaking with was Tonya and I explained to her that I received a text message and wanted to know what it meant. She told me that's how their unlimited plan is, after 10GB a month you get downgraded to their 3G speed. I ran tests on my TV now that my streaming TV is all blurry, and buffering. its between .2 Mbps - .6 Mbps
This is not the reason I just purchased 3 New devices from Verizon Wireless. The only reason I got rid of AT&T was because it did make more sense I could have unlimited Data on 2 Cell Phones and WiFi for the same price.

I browsed all over the internet, one of Verizon's main marketing angle is and has been for awhile is 4G LTE in more places than any other company.

Tonya spoke with her supervisor and called me back. She said they are not able to "Bypass" the "After 10GB you get downgraded" but she said her supervisor offered to "Not charge me for the early termination fee to get rid of the line for WiFi"

How can a company that makes their whole marketing sell the "FACT" that they have faster speeds than any other carrier, and NOW INTRODUCING THE UNLIMITED PLAN!

I feel ripped off and even violated, I was out of contract with them, and now I have 3 devices under 2 year contract.

How can they get away with this? How can they sell and market 4GLTE speed in every commercial and on every part of their website, and then take it away?

I don't feel that them offering to not charge the disconnect fee for the JetPack is a adequate fix. I used to only have a 2Gb a month Data plan, my Internet was with AT&T and since i went two billing cycles with no problems I no have 3 devices under a 2 year contract.

Studies say to have a quality HD streaming TV you need over 4MBPs and Verizon drops to a .6MBPs. It is not something they tell you.

When I purchased this I was only calling to order a New Line with a new Cell phone. I did not even know Verizon offered a WiFi, so while the sales Rep was talking me into it I asked him about the speed, I explained I did not have cable I only used streaming TV. I told him with AT&T I pay for 24 MBps, he told me that Verizon 4G is about 14 MBps. I told him that 14 MBps was more than enough to handle Streaming TV and I was excited. I just ran a test on my TV and it was .6 Mbps and also ran one on this computer I am on, it shows the speed at .64

They are promising customers Unlimited 4G LTE and after 10 Gigs of data on the line is used, they drop you to a speed that is not even a speed to be called "speed" my TV keeps buffering, disconnecting and viewing it is blurry and that's watching something that is SD, I havent even tried to watch an HD movie yet.

I Hope you can help me, they offered to not charge and let me cancel the line for WiFi, but that's not a solution, I locked in three devices for 2 years I discontinued my service with AT&T which I had discounts for being a "Loyal" customer. It is my hope that something can be done about this. I am including "Screenshots" from Verizon's website, and since you are the agency you are, I am sure you are aware that Verizon Wireless always talks about 4G LTE and I am pretty sure they act like 3g is a thing of the past. One File I am attaching is a screenshot from Verizon's own website talking bad about T-Mobile for "Downgrading" to DVD quality speeds and it states "Verizon WILL NEVER DOWNGRADE YOU SPEED"

Please contact me

(b) (6)

Wyandotte, MI 48192

[Ticket: # 1593879 - internet hotspot](#)

Date: 4/28/2017 9:34:18 AM

City/State/Zip: Port Huron, Michigan 48060

Company Complaining About: Verizon Wireless

Description

I have a 4g cell phone and i use the hot spot for our internet and i have the unlimited plan and when you go over 10 gigs of data you get dropped down to 3g network. I talk to a tech and his name was albert and he said that the phones today run on 4g net work and it is not made for the 3g network. You can not call it unlimited because they have a data cap which is 10 gigs of data. i should be on the 4 g network at all times because the cell phones are made for 4g and not 3g networks.

Ticket: # 1593931 - INTERNET PROVIDER HUGNET NET

Date: 4/28/2017 9:55:55 AM

City/State/Zip: Newaygo, Michigan 49337

Company Complaining About: Hughes Net

Description

TOLD ME WHEN I SCRIBE MY CHARGE WOULD BE ?69.95 A MONTH AND A TWO YEAR CONTRACT WITH A ?400.00 TO QUIT MY CONTRACT. FOR THE LAST 3 MONTHS MY INTERNET SLOWED DOWN AND I CANT GET CONNECTED BECAUSE OF SLOW SPEED.I CALL THEM AND THEY TELL ME I HAVE TO USE FROM 2 AM TO 8 AM TO HAVE SPEED.THEY DONT TELL ME THIS WHEN I SUCCRIBE.

[Ticket: # 1594168 - Slow internet and its never repaired - ongoing issue with no resolution](#)

Date: 4/28/2017 11:14:03 AM

City/State/Zip: Montpelier, Virginia 23192

Company Complaining About: Centurylink

Description

I've had an issue with CenturyLink for ongoing slow internet for over 2 years. Recently is has been a call every day/week for a repair. The tech comes out and can not solve the issue. This is 3 weeks in a row where each ticket has been closed without solving the issue of slow internet. I am on my 4th repair ticket this month and the slow internet remains. All I get is a complaint ticket from the FCC, a statement that it is repaired or it will be repaired and nothing is done. I am on my 6th modem, and I've had a tech here 3 days in a row. Still not fixed. What teeth does the FCC have to get this repaired?

Ticket: # 1594660 - Wireless Internet Throttling

Date: 4/28/2017 1:21:09 PM

City/State/Zip: Fresno, Ohio 43824

Company Complaining About: Verizon Wireless

Description

I added a jet pack to my Verizon Unlimited plan. Associate at store told me I would only be throttled on congested network. After about 40 days of service, verizon texted me that I would be throttled to 3G speeds. When the slow down occurred, I can hardly even load a web page let alone call it 3 G. I called the tech line spoke with Crystal. She called the store manager, who indicated that I would only be slowed on congested network. I did a speed test and got about 200 kbps, but they said they had trouble throttling to 3G and would have it fixed this past monday. Since Crystal heard the manager tell me false information about my plan she offered to allow me to remove the jet pack and return it. She was supposed to email me a label. I asked her 2 times by email for the label this week. So I called tech again last night and was told the label would be mailed to me. I really think I am getting the runaround. I plugged my jetpack back in today and m service is so slow a speed test wont even load.

Ticket: # 1594708 - poor internet service

Date: 4/28/2017 1:31:39 PM

City/State/Zip: Waleksa, Georgia 30183

Company Complaining About: Frontier Communications

Description

We live in a remote area where Frontier Communications is the only internet service provider.

Frontier's website states that the slowest internet speeds they offer is 6Mbps.

<https://internet.frontier.com/internet.html>. In the three years we have been a Frontier customer, we have never received 6Mbps or more of data. Both we and our neighbors have called tech support numerous times and they have sent a technician out to our house numerous times. And we, and our neighbors, have yet to get the promised internet speeds. For three years Frontier has had excuses - squirrels, bad modems, outages...yet still do not deliver the speeds we have been paying to get.

We would like the promised internet speeds of at least 6Mbps. The internet speeds we are paying for. From our internet service provider - Frontier Communications.

Ticket: # 1595343 - internet

Date: 4/28/2017 4:17:56 PM

City/State/Zip: Port Huron, Michigan 48060

Company Complaining About: Verizon Wireless

Description

I was at the verizon store by me and i was told that my upload speed is supposed to be on the 4g bandwidth when i am on the hot spot and when i go over the 10 gig data i should go to the 3g lite not speed. They will not put my upload between 2-5 magabites per second and i told them i should be on the 4g bandwidth.

[Ticket: # 1595756 - Slow speed](#)

Date: 4/28/2017 7:52:08 PM

City/State/Zip: Lubbock, Texas 79423

Company Complaining About: Rise Broadband

Description

Always slow. Pay for 50 mb internet lucky to get 20 to 30. Then half the time no internet. They keep telling me they need to upgrade the tower but never happens. This is the only internet provider available for my location.

[Ticket: # 1596021 - Throttling](#)

Date: 4/29/2017 10:12:16 AM

City/State/Zip: Fayetteville, North Carolina 28303

Company Complaining About: Centurylink

Description

The advertised speed is inconsistent and never up to par. Whenever it's late at night specifically weekends the internet is barely useable.

Ticket: # 1596247 - Internet speed is a fraction of what is being paid for.

Date: 4/29/2017 2:24:33 PM

City/State/Zip: Santa Fe, New Mexico 87501

Company Complaining About: Comcast

Description

I have monitoring internet speed for several weeks, as performance has been poor. I also is unreliable making it for useless. I have attempted to contract Contacting, Comcast, a nearly impossible task. Phone efforts never resulted in anyone who can do anything, or even a live person. Live online chat was tried several times, with no success. After an hour or so of 'connecting' it just tosses you out. I am getting about 10 per cent of what I am paying for. SpeedTest results log attached. This is basically fraudulent sales.

Ticket: # 1596305 - fraudulent activities of centurylink

Date: 4/29/2017 3:37:13 PM

City/State/Zip: Englewood, Colorado 80110

Company Complaining About: Centurylink

Description

Hello! I would like to file a complaint about centurylink. I see that there are thousands of complaints about this company, but unfortunately nothing is getting better with them.

1. Centurylink gets you sign up for service by offering good prices for internet. You have no idea that you are actually signing a contract with them! and there is a fee if you break it.

2. The internet speed is much slower than what was advertised, but they won't fix it unless you pay more.

3. Once you signed up for the service, they keep adding all kinds of service, maintenance etc fees and no one can explain what they are for. The only answer I was able to get is that they are for me to have internet service.

3. When I asked centutylink why they doubled my price without any notice and explanation, I was told that I should be happy I am only paying \$56, because the customer service rep herself was paying \$74!!!!

4. Customer service is not willing to help and I always have to call them at least 4 times in order to get some answers. Most of the time I am hung up on.

Centurylink and Comcast are the only internet providers in Colorado, so they are aware that due to this monopoly, customers have no other options. Consequently, I can only speak about Centurylink, they adopt unethical and illegal practices to get as much much money of out customers as they want. I would really appreciate if anything happens based on all of the complaints that were filed. We, as customers, have no one to help us with this. thank you

Ticket: # 1596350 - Comcast Xfinity Customer service and Internet Speed

Date: 4/29/2017 4:24:22 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

While using Comcast Xfinity Internet service there have been major issues with the Customer Service and Technical Support.

- We are currently paying for 100 MBPS but are consistently getting less than 50 MBPS. Whenever I or my wife contact Xfinity about this we are told "The modem is saying that the speed is 100 MBPS, so there is nothing we can do." We have done speed tests on the system multiple times and are not getting 100 MBPS. Our internet was faster with AT&T when we were paying for Internet and TV, and that was 60 MBPS.
- Our internet service is inoperable for the 5th time in one week, and in trying to contact an actual person at Comcast I had to spend 10 minutes with an automated system.
- When I actually got a live person on the phone they put me on hold because I wanted to speak to someone who was actually from Comcast and not an independent third party company hired to handle technical issues. They put me on hold for 25 minutes and then hung up.
- I have tried contacting "Supervisors" with Comcast Technical support and have been hung up on, have had them get upset with me for requesting their employee information and have been "redirected" back to the automated menu instead of being properly transferred to someone who would be able to handle the issue.
- Originally on install, the Technician that came out was very polite and stated that if there were problems with connectivity, to contact him and he would help because the 1-800 number would only cause you to have a headache.

Ticket: # 1596443 - Comcast

Date: 4/29/2017 7:02:07 PM

City/State/Zip: Pingree Grove, Illinois 60140

Company Complaining About: Comcast

Description

Have been having issues with my internet. I have been paying more and getting less than advertised. For example, my bill raised from 45 dollars a month to 80 dollars a month. My current plan is 75 down and 10 up. I am receiving 85 down and .4 - 3 up. I have been asking for comcast to fix my problem for 2 months now. I have had two techs come out and say nothing is wrong and have no idea why i am not getting what im paying for. Recently when i called to schedule another tech they told me they could not find me account and need to transfer me to another department. That department told me that my account was fine but couldn't schedule anything and would need to transfer me yet again. I believe i have been getting the run around from comcast and they are unwilling to fix my problem while more than willing to demand money.

[Ticket: # 1596450 - slow dsl service](#)

Date: 4/29/2017 7:07:24 PM

City/State/Zip: Paden, Oklahoma 74860

Company Complaining About: Windstream Communications

Description

We have had for years slow dsl speeds, In an attempt to improve access we added a second dsl account. Then when we built our house (2013) the tech let slip that they were up grading to fiber to the local (along the road) box that serves several miles of customers. Another CS rep let slip that the local area (to town CO) was fed thru satellite.

I tired of paying for poor access and listening to family complain about slow access. I'm not allowed on my computer when they are playing World of Warcraft. That's pretty sad considering I pay the bill. We've explored other options but none are feasible.

Please step on some toes.

Ticket: # 1596490 - Extremely Bad Internet Service - Comcast**Date:** 4/29/2017 7:54:25 PM**City/State/Zip:** Jacksonville, Florida 32257**Company Complaining About:** Comcast

Description

To whom it may concern,

I have been a Comcast customer for over 1 year and I have always had poor internet service. I have called customer service numerous times (and the records will indicate that); have had numerous technicians come out to "resolve" the issue and the result is extremely low internet service for which I am paying every month in a timely manner. My speed should be 75 mega bits and I barely receive 2 or 3 mega bits. I have had technicians come and tell me it is the modem's fault; I have switched the modem to the Comcast modem and I have still not seen improvement. Other technicians have charged \$70 for them coming out here, and the speed has still remained low as a cause of them not fixing anything. A week ago, I was on a call with a customer service representative whose office seemed to be out in Mexico or a Spanish speaking country; and I was given the run arounds and heard the entire unprofessional conversation as I was put on "hold" (I can speak fluent Spanish). Anyways, I was told that my issue would be resolved this time when the technician would come out (April 18th or 19th, 2017). The technician stated that the outside line that Comcast has installed is not done correctly, and that it is not the modem's fault. He claimed he fixed the issue. Please see the attached picture which I used the speed test to test the internet speed. This will entirely explain my frustration because I am not getting the speed that I am paying for, every time that I call customer support I get placed on long holds and have to hear the same scripted speech every time. I want this issue resolved and taken seriously. I have taken several screenshots of the internet speed that I am getting from Comcast over time; and also kept records of every visit and phone call I have made. If this is not resolved, I will take this higher because I am paying for a service that I am not being provided at all.

[Ticket: # 1596492 - Data Limit Issue on unlimited plan](#)

Date: 4/29/2017 7:54:35 PM

City/State/Zip: Batesville, Indiana 47006

Company Complaining About: Verizon Wireless

Description

Verizon has mislead the public with the new unlimited data plan for mobile hotspot devices. You have to pay the \$20 line access fee for a separate line, but they limit the data to only 10GB then to 3G speed vs the 22GB then prioritized. This is not what I was told when I changed to the new plan. See the attached document for more details.

Ticket: # 1596547 - Centurylink Deceptive Business Practices**Date:** 4/29/2017 9:54:10 PM**City/State/Zip:** Russellville, Arkansas 72802**Company Complaining About:** Centurylink

Description

I pay for 25Mbps download 2Mbps upload, for the most part has worked fine until today. I am only getting 3Mbps down on a wired connection after modem reboot according to Centurylink's speed test on their website. I contacted support and they told me bandwidth is exhausted in my area and have no ETA on restoring service. Previously I had 10 Mbps without issue for 3 years from the same provider. This 25 Mbps service has been provided for over a year now with only minor issues, and within one day they have it exhausted to the point where I am barely provided with 10% of the access that is part of my plan. If the power company could only provide 10% of the power they advertised, how well would that go? Centurylink is engaged in deceptive and unethical business practices if they can offer a product and not even attempt to provide the service level that is billed for. Since utility companies have a virtual monopoly on providing their services, I am left with little recourse other than attempting to get the governing body involved.

Ticket: # 1596608 - Complaint

Date: 4/30/2017 1:16:37 AM

City/State/Zip: Henderson, Nevada 89074

Company Complaining About: Cox

Description

The speed at which I ordered was 150 mbps. I'm getting less than half at 70 mbps. I reset the modem and prior was only getting 30 mbps. The live chat for cox was ridiculous. It took 5min. For them to answer my questions and ultimately the person directed me to go to a website and troubleshoot. The rep said for me to set UP my network however I was on the internet while we were talking. The rep then said oh we need to send a tech. This is not what was advertised and frankly should have been tested when it was set up. This is a total inconvenience to me as I don't have time for a rep to come back. They didn't do their job as a professional indtaller.

[Ticket: # 1596618 - DirecPath ISP](#)

Date: 4/30/2017 2:03:59 AM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Gigamonster

Description

DirecPath has promised us the minimum speed of 16mbps. We have never gotten that speed since we first moved into this apartment complex in October 2016.

I have attached multiple screenshots of Speedtests that I have done over the past few months. The file name will show the month and day that I have taken the screenshot. Thanks for looking into my issue!

Ticket: # 1596689 - Wifi

Date: 4/30/2017 11:13:11 AM

City/State/Zip: Warrenton, Missouri 63383

Company Complaining About: Centurylink

Description

I pay for 1.5 sped and we never get that because of over selling wifi in our area. I'm tried of paying for something that we never get. I have a test app on my phone and the highest seed we get is 0.50 which can't not pull ban with to watch any Netflix movies. Centurytelink has over sold dsl in our rural area and not what use to be somewhat good wifi is so slow where lucky to be able to pay our bills on line. Please can you help us at least enjoy what we pay for. Thank you

Ticket: # 1596736 - Att uverse

Date: 4/30/2017 12:03:11 PM

City/State/Zip: Bogalusa, Louisiana 70427

Company Complaining About: AT&T

Description

we're paying for an advertised 50 mbps and getting 6. when pressed about the matter they upgraded from a 25 to the 50 but everytime we call for technical support they threaten to downgrade our speed. to 1 mbps. they claim it's due to our distance from their servers and that upgrading the cabling would cost them thousands of dollars. I've made it clear money isn't an issue and they refuse to provide the services we've asked for. they are the only ones offering dsl in our area(any services that aren't satellite, anyway) we run many devices that the internet can barely keep up with whereas down the road they have double the speed. it feels like were being targeted just because they have a monopoly on our services.

Ticket: # 1596737 - Internet Service

Date: 4/30/2017 12:07:33 PM

City/State/Zip: Marion, Illinois 62959

Company Complaining About: Frontier Communications

Description

Frontier internet service has been terrible. We are constantly losing our connection and having to reset modem on almostly daily basis. Frontier is charging us for a certain download speed that they do not come close to acheiving. Frontier has recieved mlnies for services they do not provide for in their contract with customers. Respectfully submitted.

[Ticket: # 1596739 - Verizon's businessman practices](#)

Date: 4/30/2017 12:09:13 PM

City/State/Zip: Eaton Rapids, Michigan 48827

Company Complaining About: Verizon Wireless

Description

So called unlimited internet plans are not. They basically slow speeds to unusability. Costs are the ame amount as a car payment.

Ticket: # 1596930 - Internet speeds not as advertised, and extremely unreliable

Date: 4/30/2017 4:47:52 PM

City/State/Zip: Los Alamitos, California 90720

Company Complaining About: Frontier Communications

Description

Frontier communications support is absolutely terrible, and ever since Verizon sold their business to Frontier, quality has been terrible. Apparently the only way to reasonably get a hold of them without extremely long queue times is to complain to and waste the time of the FCC.

I have called support in the past, and although I couldn't reach them before, the last time I called support they told me "Yes, we are currently having problems in your area". When I asked for an estimated repair time, they gave me no cohesive answer. The problem isn't my modem, since I have recently replaced and set it up, yet support keeps claiming it is.

If Frontier Communications wishes to respond or actually offer help, I request that they email me instead of calling me.

[Ticket: # 1597143 - slow and no internet](#)

Date: 4/30/2017 8:32:30 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

I'm paying for high speed internet that I am not getting,two people can not use it at the same time.For over 2 years been complaining with no results. I've been talking to TDS Telecom past 3 days nothing.

Ticket: # 1597200 - VERIZON INTERNET

Date: 4/30/2017 9:33:35 PM

City/State/Zip: Covington, Tennessee 38019

Company Complaining About: Verizon Wireless

Description

On 4/19/17 I called Louis from Verizon, I explained what was going on and that there was something wrong, Louis stated that the billing looked correct and I told him that it was not. After talking with Louis, he offered an Unlimited Plan that would only cost me \$10 more a month so I would be paying \$130 instead of the \$120, Louis stated that I could stream and surf the internet unlimited, and there would be no caps. Of course I agreed, everything would be the same, I would not need a new contract (my current runs out 4/30/17) (we have all of this in writing). We were all so happy, my husband and I bought a Smart TV and we purchased Netflix for streaming purposes just as Louis had promised. On the second day, we were watching TV and I was working on my computer (because I work from home), our service was so slow and always reeling for connection. My son checked our connection and Verizon had governed our connection down to .6 MBPS for downstream and .58MBPS upstream. Our plan with Verizon guarantees 5-12 MBPS downstream and 2-5 MBPS upstream. We contacted Verizon and we spoke to Suzy and another technician that told us we were given an option (the unlimited data without a data cap) that doesn't exist on our current or any other internet plan with Verizon. We explained that we were given a commitment and a guarantee on 4/19/2017 and we made purchases based on these promises. We were transferred to a manager (Brook) who insisted that Verizon made a mistake and had made promises that they couldn't fulfill. She continued to try to persuade us to change back to the previous plan we were on and we refused and insisted that Verizon honor their commitment. We reminded her of our purchases we made because of the guarantee from their sales representative. Her reply was that the representative made a commitment that was a mistake and can't be fulfilled. I explained to her that I'm an AT&T employee and I'm very familiar with the restrictions of internet packages. When we were on the 30 G package, we would exceed our 30G and would receive a bill for the additional data without our services ever being governed. Now that we are unlimited, Brook stated we are governed after 30G because the unlimited package doesn't exist for Verizon Internet Packages. I'm not concerned with their package restrictions, I know Verizon can wave the additional cost after the 30G and we would receive our unlimited services with the proper MBPS (without governing our speed) that Verizon committed and promised us. Brook asked if we would consider going back to the 30G plan and we refused and are currently on unlimited data with governed speed. All we are asking is that Verizon honor their commitment and make this right!

Ticket: # 1597382 - TIME WARNER CABLE SLOW SPEEDS

Date: 5/1/2017 2:37:09 AM

City/State/Zip: Pikeville, North Carolina 27863

Company Complaining About: Time Warner

Description

Hello I've been with time warner for a very long time and I'm always having issues, with speeds, modem and on the 9th of April, 2017 I ordered a Modem from time warner on the phone like I was suppose to do what the representative told me so I called and they say their gonna ship it you'll get it in 2-3 days i wait and still nothing I chat with representative but they keep telling me it's coming in the next day so that made me pissed and till this day I still haven't received my new modem and I want this issue fixed and a refund I'm getting hit in the head from time warner I'm paying for 300 Mbps download and only getting like about 104 and i also had a lot of Representatives come to my home and do different things to fix my internet and still no progress, I am very angry that I can't fast speeds. And my hours are available from 4pm - 12 am ET

Ticket: # 1597899 - Internet issues with Spectrum

Date: 5/1/2017 11:11:07 AM

City/State/Zip: Utica, New York 13501

Company Complaining About: Time Warner

Description

Time Warner/Spectrum Internet speed very erratic for close to 6 months complained numerous times to Time Warner/Spectrum -on the verge last week of cancelling after having service rep come several times to my house new modems etc checked, they said to put their tv boxes in place and they would give me 125 channels and internet speed would now be 60MB. I have been doing Speed Checks since Nov 2016 yesterday it was reading 0.01mb complained and was passed off to different reps who couldn't have cared-basically told to cancel, kind of hard in our city of Utica,NY since this is the only cable provider. Contacted my lawyer who told me to file complaints with the FCC,NY Atty Generals Office, BBB- they are sending again a representative on May 2. What are my rights?

Ticket: # 1598146 - Verizon home fusion data speed change

Date: 5/1/2017 12:21:53 PM

City/State/Zip: Red Rock, Texas 78662

Company Complaining About: Verizon Wireless

Description

when I signed up for Verizon unlimited with the home fusion I was told that the speeds would only change after 22gb data use (priority order) but now the home fusion is being treated like a mobile hot spot/tethering device and goes to 3G after 10gb data usage. this was not what was told to me by Verizon rep when I changed my plan, I specifically asked if this would occur and they said no it would be 22gb and prioritized, not slowed down to 3g speeds. After some research into this it appears I am not the only customer that was told this information. I called and was told there was nothing they could do, that the 10gb/3g speed factor was always the case and I was told incorrectly, but they would take concern to management.

Ticket: # 1598196 - Verizon "unlimited" plan for home internet.

Date: 5/1/2017 12:36:50 PM

City/State/Zip: Shepardsville, Indiana 47880

Company Complaining About: Verizon

Description

In March, I signed up for Verizon unlimited plan for both phone and home fusion internet. At no time did their representative say anything about a 10G cap on 4G speeds on home fusion. During March and most of April we had no such cap placed on our usage which easily exceeded 10G. Then, on April 28, we received a message from Verizon saying there was suddenly a 10G cap on our internet. Our speed was reduced to 3G, which basically means we cannot do anything else on our computers until new billing cycle begins. I would not have agreed to a limited internet capacity. My rep assured me it was all "unlimited", and it was until April 28. We live out in the country where there is absolutely no broadband services and were thrilled to finally be able to join the 21st century and be able to stream and download like everyone, unfortunately at a much higher cost, which we were willing to pay. However, as usual with Verizon, was too good to be true. I contend that Verizon committed fraud by not telling me the truth and suddenly limiting our internet speed. We are back to having nothing at a very high premium. Unlimited should be just that.

Ticket: # 1598418 - Extremely slow internet access speed

Date: 5/1/2017 1:30:39 PM

City/State/Zip: Mineral Bluff, Georgia 30559

Company Complaining About: Tds

Description

We upgraded from TDS 3Mb/s DSL and as the speed was constantly too slow, to the 16MB/s. several years ago. Once in a while I see 10Mb/s or so but typically see only 2 - 3 Mb/s, and often I can be below 1Mb/s.

I have had service people out several times and have been told that the issue is some TDS equipment incompatibility and to just wait. I have been waiting years - and TDS is the only internet provider we have any access to.

[Ticket: # 1599146 - Internet servive](#)

Date: 5/1/2017 4:55:05 PM

City/State/Zip: Henryetta, Oklahoma 74437

Company Complaining About: Windstream Communications

Description

Wind stream advertised high speed internet but is slow and kicks you off consistently. Called May 1,2017 and talked to several employees, all said it was the copper cables which Windstream will not fix. I was told to switch to Dish. Fed money needs to be used to fix problem!

Ticket: # 1599455 - Internet Speed

Date: 5/1/2017 7:34:50 PM

City/State/Zip: Clermont, Florida 34711

Company Complaining About: Spectrum

Description

I am paying for 60Mbps with Spectrum but only getting 17 to 25Mbps. I have done speed tests through out the day never coming even close to what they are advertising in commercials on TV. I think it's a ploy to get customers offering a speed they can't provide. I was with Brighthouse and Spectrum took over and raised my rate \$15.00 at the speed I was at witch was 25Mbps but if I switched to Spectrum I would get a lower rate and higher speed which is a scam.

Ticket: # 1093185 - Frequent dips in already-poor service**Date:** 7/19/2016 5:54:14 PM**City/State/Zip:** White Bluff, Tennessee 37187**Company Complaining About:** AT&T

Description

I struggle daily with my connection speed of 6 mbps, a speed I was only able to achieve after my last FCC complaint, since AT&T corporate would not accommodate me. 6 megs is of course still dismally slow when you consider my neighbors 300 feet away from me get 100+ megs from Comcast, Nashville is rolling out gigabit speeds, and Chattanooga is ramping up to 2 gigabit speeds (for reference, 2 gbps is 333x faster than my current speed). On top of all that, lately my performance hasn't even been as advertised. If there's a storm, my connection can drop to below 1 meg, and since my connection should be unaffected by the weather, there is no reason for this. Every day, I come home from work to find my connection is testing at under 3 megs, and the only way to bump it back up to 6 temporarily is a reset of my equipment. AT&T won't acknowledge it's on their end.

I do a lot of things online, much more than your average person I think, but I cannot even do things that average people do (i.e. stream a 1080p movie from Netflix). I play a lot of games online, or try to, and suffer frequent ping/latency issues, which is very frustrating when trying to play anything competitive. If someone else in my household even thinks about using the Internet, let alone goes on YouTube or tries to upload a photo to Facebook, you can forget about whatever else is going on, because there isn't enough bandwidth to support one person, never mind more.

All of these things are completely unacceptable. I am rarely getting even half of the advertised speed I'm paying for, and when I do, it is still a colossal disappointment. I work in IT and pride myself on my ritzy home PC, yet never get to utilize its potential thanks to our abysmal Internet connection.

The bare minimum I would be content with is 50 mbps, which is far from asking too much, and yet somehow still impossible according to my local providers, who have yet to actually provide me an ounce of good customer service. My tone is strict here, but I am polite and courteous to everyone I deal with in person (for some reason). I am sick and tired of this runaround with no change happening, and fed up with the lousy infrastructure that hasn't progressed in a decade.

Please help me if you can. I am desperate for any solution.

Ticket: # 1002549 - Slow Internet Speeds

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

City/State/Zip: Saint George, Utah 84790

Company Complaining About: Centurylink

Description

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

Ticket: # 1007813 - Less than half od paid for speed for 100+ days

Date: 5/29/2016 3:51:07 PM

City/State/Zip: Havelock, North Carolina 28532

Company Complaining About: Time Warner

Description

I have received less than half (14 Mbit/s DL) since the creation of my account.

I have now moved to a new address and receive the similar degraded service.

I use a program called NEUBOT to randomly gauge my internet speeds about 4-6 times a day. All results are less than advertised speed and only 8 times (out of 500 tests) in 100+ days have i received the paid speeds.

Less than 1% of the time do I receive the paid service. All of those times are off peak hours.

After explaining this I had to call TWC three times in three days to get a technician to come to my new home and trouble shoot... They scheduled for 4 days later, a full week after my most recent complaint started.

Ticket: # 1010994 - Vivint Wireless Internet**Date:** 5/31/2016 7:49:25 PM**City/State/Zip:** Herriman, Utah 84096**Company Complaining About:** Vivint Wireless

Description

My Vivint Wireless Internet Connection is getting about 1/3 of the advertised speed. I have called and had a technician out to my home on two separate occasions. Each time they informed me that there wasn't anything they could do. Before they installed the Internet at my home, the Sales Representative Guaranteed that they would only have 6 homes which connect to the local Hub Home. The installer told me that the number was 10-12 at the time of installation. My Internet connection was close to 100 Mbps download speed when it was first installed, now I am lucky to get 15 Mbps. I am paying for 50 Mbps, but never get that speed. I am locked into a two year agreement, which I believe that Vivint is not meeting their end of the Agreement. In fact, since I signed the agreement, they have discontinued offering Internet Service in my area due to problems with the technology they are using. At this point, I barely use the Internet while at home due to the incredibly slow download and high latency that our connection has. I worked in Telecom for 8 years for both Comcast and Cox Kansas as a Maintenance technician. Advanced knowledge and understanding of Internet connection/speeds/technology. What Vivint Wireless Internet is doing is wrong/unethical.

Ticket: # 1012017 - T-Mobile LTE speeds

Date: 6/1/2016 12:51:14 PM

City/State/Zip: Worcester, Massachusetts 01608

Company Complaining About: T Mobile

Description

Dear Sir/Madam,

I recently moved 50 miles from Boston to Worcester, MA. I began to notice the significantly slower data connection on my phone upon the move and after running a speed test, my suspicions were confirmed. Despite the phone showing a strong LTE connection, my data speeds were in the range of a 128Kbps connection, that is well below 1Mbps and well below the advertised speeds of "LTE". I also noticed that the speeds were universally slow, no matter the day of the week, time of day, or device (I have since tried 3 separate T-mobile compatible phones with Band 4 and 12 LTE support). I contacted T-mobile support only to be told that this matter would be resolved in 3 days. When I contacted T-mobile 5 days after the trouble ticket was opened to ask for a status update, I was told that the ticket was resolved. A technician had found a "glitch" with the tower to which I was connecting. Shortly after receiving this response, I ran another speed test only to obtain the same very slow speeds as before. I mentioned this to the T-mobile representative, who then reopened the ticket. Another representative took over only to say that he reached out to an engineer, who confirmed that there was a lot of congestion with that tower and T-mobile would get on it right away.

My concern here is that this company is fooling hundreds of customers in this particular area with "LTE" speeds, yet we are getting no such speeds. This is false advertising at its finest and in my opinion, completely immoral if not illegal.

Additionally, I rely on this connection for work purposes and such speeds have made it infeasible.

Respectfully,

(b) (6)

Ticket: # 1013286 - Not receiving advertised speeds

Date: 6/1/2016 9:58:34 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

so once again i'm back to not receiving the advertised speeds that comcast claims that I am to receive and bills me for.....

today i have 9MPS download and 12MPS upload, i also contacted comcast four times today about a cable line that was draped across the road only for them to hang up on me every time that i got to speak to someone. this is getting ridiculous and i don't understand why the government doesn't do their job and regulate these entities that have monopolies all over the US.....

Ticket: # 1015656 - Comcast Internet speeds below advertised speed and also well below the speed I was paying for.

Date: 6/2/2016 11:23:50 PM

City/State/Zip: Kent, Washington 98042-6885

Company Complaining About: Comcast

Description

In 2013 I began paying for "Blast Plus Internet Service" with Comcast. The advertised speed then was 50 mb. I ran their internet speed test and was surprised to find I was getting only 11.5 to 12.5mb of speed. I complained. In 2014 after complaining numerous times of slow speed I was directed to take my modem in and exchange it. The new modem produced the same speeds I was getting with the previous modem. It was the same modem I had turned in. I ran speed tests on Comcast's web portal only to find no improvement. On Nov 2014 I complained of slow speeds.

On 2-11-16 I called Comcast and got Patrick to complain of my slow speeds. He was interested more in how many wireless internet devices I had and told me that would significantly slow my speeds. I asked him how that was possible since only 1 device maybe two were on at the same time. I gave up. I then listened to our local NEWS station that did an investigation into internet services and speeds that customers are paying for but not getting those advertised speeds. I called in late May of 2016 to complain again. On May 29th a Comcast technician was dispatched to "check things out". When he walked into the house and saw the modem on my desk he said, "that modem is the wrong modem and is not compatible with the "Blast Plus Package" I was paying \$89.95 for the past 2 years.

I then called Comcast on 6-2-16 to ask why I was given the wrong modem that was not compatible with Blast Plus. I started with Customer service representative KAT, I was eventually transferred to MARIA who transferred me to LUQUA who said she would have to elevate my complaint to Senior Management where I get Lanita. Each time I had to explain my complaint in detail. Lanita said she could help me. She looked through my call record and said I didn't let the company know sufficiently so they could correct the problem. I dispute that. She offered to look at my account and adjust my account to get me lower prices by eliminating features I wasn't using. I said no I can do those adjustments with a customer service Representative by myself and I further stated that didn't solve the problem for Blast Plus with the wrong modem over the past 2 years. She offered a \$100.00 credit to my account. I said no that is not a fair settlement. I explained I wanted a \$30.00 credit per month for twelve months. The difference in the package I had originally was \$59.95 and what I was charged for Blast Plus at \$89.95 (\$30.00) and that I was also offering going back only 1 year instead of the 2 years I was overcharge and bilked. She said \$100.00 that is all I can do for you. I told her that I would not accept that.

This is not right and their resolution is not even in the arena of making it right. I wish to file a formal complaint for overcharging for services and for giving me the wrong equipment for the type of service I was paying. They are supposed to be the professionals for supplying me equipment and packages to fit that equipment

Ticket: # 1024999 - Re: Not receiving advertised speeds

Date: 6/8/2016 9:02:20 AM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

This is a follow-up to your previous request # (b) (6) "Not receiving advertised speeds"
WHY did you close a request that Has NOT been addressed and was NOT a duplicate?

as previously stated before you people ignorantly closed my request, I am not receiving constant speeds. my speeds are going from advertised to 2MB downloads.

Ticket: # 1024641 - Slow Internet speed less Than I pay for each month

Date: 6/7/2016 9:30:09 PM

City/State/Zip: South Mills, North Carolina 27976

Company Complaining About: Mediacom

Description

Slower than advertised speed bps

They refuse to come out to our house for service. They have been 4 or five times. They have told us that there is a service issue at the pole but Mediacom will not pay to have it upgraded because we live in a rural area and they are not going to benefit financially. This is what the last service tech told us. Since then they have scheduled 4 appointments and have not showed up or called to reschedule.

Ticket: # 1026714 - Data Caps and Speed**Date:** 6/8/2016 8:29:19 PM**City/State/Zip:** Rock Island, Illinois 61201**Company Complaining About:** Mediacom

Description

For years now, Mediacom has been the only available provider where we live. In this time, they have lowered the quality of the service by a very noticeable amount. It is not uncommon for my internet speed to drop drastically to the point where we simply cannot use the service. This occurs quite often, I've noticed it happening 4-5 times per week at least. Sometimes, our connection just completely drops for a few hours. These advertised speeds are a joke compared to what we receive. Along with this, the data caps are unreasonably low. 250 GB of data is easy to reach, and the existence of data caps is entirely unreasonable. It is not our fault Mediacom has failed to upgrade their infrastructure to stay with the times, and instead chooses to chop off our paid service. The fact we can buy more data after we cross the limit with zero negative effect on the company is enough to show how ridiculous these low caps are. I have online classes to take for college that require watching videos and downloading problems and I have been having issues getting to these at times because of the unreliable internet connection.

Ticket: # 1029912 - TDS

Date: 6/10/2016 1:29:27 PM

City/State/Zip: Amelia, Virginia 23002

Company Complaining About: Tds

Description

TDS sells Internet to the people of Amelia county promising certain speeds, but nobody gets the advertised speed. Loading anything is impossible, and I have to inform my college instructors that when I'm home I can't complete the work that needs to be done online because I do not have Internet. I don't understand how they can sell Internet that is supposed to be at least a certain speed but is not. If a power provider offered electricity but the current was faint and appliances and lights didn't run as well because the electric company didn't provide the electricity that was promised to the consumer, but they still charged just as much would that be okay?

[Ticket: # 1034452 - Internet speed](#)

Date: 6/14/2016 12:28:01 AM

City/State/Zip: College Park, Maryland 20740

Company Complaining About: Comcast

Description

I am getting frequent service interruption from comcast internet. I tried to complain and they are not able to solve the issue. I am paying the price for Blast (highest service speed, 150mbps download speed) but getting less that half of that speed (73mbps download speed). Attached is the speed test results as per the advice of comcast technical service department. Comcast is charging too much for the advertised speed (blast) but the actual speed is very less.

Ticket: # 1034502 - Internet speeds issues

Date: 6/14/2016 2:23:13 AM

City/State/Zip: Corona, California 92881

Company Complaining About: Time Warner

Description

I have issues with Time warner Cable. I'm paying for max speeds (300 Mbps down / 20 Mbps up) yet half of the time , i'm only receiving half of the advertised speeds. Price keeps climbing every 6 months, I use to pay 69.99 , then it jumped up to 79.99 , then eventually 99.99 for the same internet. I'm very pissed at them. I had to lower my speeds to 100/10 and sometimes i don't even get that speeds, A lot of times i get around 70-80% of the speeds. And prices are still high.

Ticket: # 1039243 - Failure to deliver advertised service

Date: 6/15/2016 11:47:05 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Wave G

Description

I have been with Wave G for a little over a week. I selected their 100mbps for \$60/month option, but have never received speeds near the advertised speed.

[Ticket: # 1037124 - Internet speed doesnt match service](#)

Date: 6/15/2016 8:37:42 AM

City/State/Zip: Spearsville, Louisiana 71277

Company Complaining About: AT&T

Description

We pay for 6MB connection; however, during peak hours (1pm - 12 am) we are getting <1 MB/sec. We only get advertised speeds <60% of the time. I have made multiple calls to the provider over the course of 4 years and we have seen no improvement.

[Ticket: # 1048529 - Slow speed](#)

Date: 6/21/2016 8:01:29 PM

City/State/Zip: Cheyenne, Wyoming 82001

Company Complaining About: Centurylink

Description

My down load speed is inconsistent and at best 5Mbps, considerably slower than the advertised speed.

Ticket: # 1044487 - I believe my connection is being throttled, or service is lower than described

Date: 6/19/2016 6:14:10 PM

City/State/Zip: Lancaster, Pennsylvania 17601

Company Complaining About: Comcast

Description

Hello, over the past couple of months, I have had issues with my Internet Service Provider, Comcast. Just in streaming Netflix and opening browsers, I've seen my internet go from instantaneous page openings to taking over 20 seconds to load, with no changes made to the router, etc. I've tried everything within my power to try and get these old speeds back, but to no avail. I've heard horror stories of what Comcast did to other's speeds, I just want to make sure this is what's happening, and if there's anything I can do to increase my speeds back to my advertised plan's speeds. Because according to multiple tests online (speakeasy.net, speedtest.net) these are close to 3x lower than what our advertised speeds were. Thank you for hearing out my complaint, I'd just like to be able to play some games online and have multiple people in this house be able to use the products they're paying for without anger.

[Ticket: # 1048757 - excessively slow DSL Speed](#)

Date: 6/21/2016 11:52:49 PM

City/State/Zip: Williamsburg, Ohio 45176-9728

Company Complaining About: Cincinnati Bell Telephone Co.

Description

DSL speed so slow that I can not receive all of my email before it quits. Constant speed of 25% or less than advertised speed that I am charged for. I ordered Basis DSL and have never got 2Mbps speed.

The picture I attached is the typical speed I get from Cincinnati Bell.

Ticket: # 1050689 - Slow Internet Speeds

Date: 6/22/2016 7:29:34 PM

City/State/Zip: Mystic, Connecticut 06355

Company Complaining About: Thames Valley Communications

Description

We are paying for an internet speed of 155 mbps down and 20 mbps down, but on speedtest.net over a wired connection we only got a speed of 48.12 mbps down and 9.73 mbps up. I have taken speedtests before and have gotten similar results but nothing close to the advertised speed.

[Ticket: # 1051225 - Dropped Connections, High Ping](#)

Date: 6/23/2016 9:29:57 AM

City/State/Zip: Thornton, Colorado 80602

Company Complaining About: Comcast

Description

Currently dropping TCP/IP Connections. Ping to google between 500ms and 1800ms. Not receiving advertised speeds.

Ticket: # 1055760 - POOR SERVICE

Date: 6/26/2016 2:33:08 AM

City/State/Zip: Bastrop, Texas 78602

Company Complaining About: Sudden Link

Description

(b) (6)

My wife and I have had Suddenlink "service" for several years. The service here in our our neighborhood has been spotty to poor, at best, and is worsening. The advertised speeds are nowhere near what we receive. Apparently there are no plans to address this issue by Suddenlink. There are no alternative providers that are even marginally acceptable out here "in the sticks".

[Ticket: # 1056203 - Re: Re: Not receiving advertised speeds](#)

Date: 6/26/2016 8:53:06 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

This is a follow-up to your previous request # (b) (6) "Re: Not receiving advertised speeds"

I still have not heard anything back from comcast on this issue. I have attached my download speed that I receive most of the time. there IS CLEARLY an issue.

Ticket: # 1058236 - Slow internet

Date: 6/27/2016 9:31:04 PM

City/State/Zip: Milford, New Jersey 08848

Company Complaining About: Service Electric/penteledata

Description

Download speeds are not advertised speeds and ping latency is too high

Ticket: # 1066326 - "Free Zone" speeds drop to nearly nothing**Date:** 7/2/2016 1:43:28 AM**City/State/Zip:** Franklin, Georgia 30217**Company Complaining About:** Exede (wildblue)

Description

I live in a tiny town on the Georgia-Alabama border, and the only access I have to the Internet is via dial-up or satellite. Exede offers a 12 / 3 Mb/s plan that handily trumped Hughes Net's best plan, so I switched. For a while, it was a huge improvement; there was still a completely absurd download cap, but it was at least 25 GB, rather than the 500 MB that Hughes Net allowed. Plus, the "Free Zone" from 12-5 AM meant I could set my downloads and let them run without counting against my allowance. It still irked me that I had such a minuscule download allowance in 2016 America, but I took what I could get.

Recently, though, the service has gotten markedly worse. Day-to-day service is reasonable enough, meeting the advertised speed about as much as your average cable connection, but the Free Zone has lost almost all value. If I start any download after 12 AM, my download speeds start at 500 KB/s, then drop to 250 KB/s, and finally stabilize around 120 KB/s or so. I have sat and watched as in-progress downloads slowed to a crawl in moments, just as the clock ticked over into the Free Zone. What this means is that I can no longer rely on the Free Zone to download such things as software, videos, operating system and application updates, games, or anything else of any modern size. Most nights, it is mathematically impossible for me to download anything over about 3 GB. And if I download what I need at any other time of the day, I'll run through my download allowance in a couple of hours. I'm a legally blind computer science student who, by necessity, does most of his schooling and work from home, and it is getting more and more difficult to keep up with things. And all this for the low, low price of \$140 per month.

I've contacted Exede support about this problem on multiple occasions, and they either give me the run around for an hour or more, or they do something to restore my service for about three days, at which point the problem immediately returns. Honestly, I'm convinced that these satellite ISPs know that the only options those of us in the sticks have are equally awful providers, so they don't even bother with actual customer service. What are we going to do, move?

The FCC has made some great strides lately in promoting net neutrality and a more open, competitive Internet market. I know you guys are in the middle of a war on multiple fronts. But if you could do anything for those of us stuck with these exploitative satellite providers, I, for one, would deeply appreciate it.

Ticket: # 1066254 - Slow internet speeds

Date: 7/1/2016 10:27:19 PM

City/State/Zip: Berlin, Vermont 05602

Company Complaining About: Comcast

Description

Speeds are consistently not as advertised or there is no internet connection at all. I have never experienced advertised speeds while using this plan even when connected via ethernet. Also our internet connection slows to a halt every day multiple times for a half an hour. Again connecting to my router via ethernet yields no results. This happens across all devices that are connected to the network. About half of the waking day or wifi is slower than LTE. The speed that was advertised was 75Mbps. The highest recorded speed was 30 Mbps and the lowest speed recorded was about 5 Mbps and at times I can't even test my internet connection. I used www.speedtest.net and www.fast.com for my testing. For a couple nights we haven't been able to watch a movie on amazon or netflix due to insufficient bandwidth even though we had a strong connection to our router. The test results attached were of a random test I did right before sending this complaint at 10:13PM. As a router and modem we are using the two in one wireless gateway supplied by comcast. Hope this is enough information. Thanks.

Ticket: # 1066257 - Data Cap/Throttling by Exede Internet

Date: 7/1/2016 10:32:31 PM

City/State/Zip: Catlett, Virginia 20119

Company Complaining About: Exede

Description

I'm visiting my parents who live in a rural area where their only option is a single satellite ISP. The company has ridiculously low levels of data capping and clearly throttles speeds both before and after the cap is surpassed. Currently, despite the fact that the advertised speeds are 12/3, the connection is so slow that you literally cannot run a speedtest on it without the test timing out. It is downloading somewhere between 0.14-0.22 mps. Ping times are 720ms when the standard is 10-15.

That's inexcusable and Exede has a litany of complaints against them and their pathetic service.

Ticket: # 1066315 - Verizon Wireless Slow Speeds

Date: 7/2/2016 1:07:21 AM

City/State/Zip: Bertrand, Missouri 63823

Company Complaining About: Verizon Wireless

Description

I pay a lot of money to Verizon Wireless for unlimited data service. The service I am receiving is extremely unreliable and the speeds are below the advertised speeds that they are supposed to provide. I have contacted Verizon many times and they have done nothing about the problem. I spoke to a "supervisor" named Shane who said that they would do nothing to fix the problem.

[Ticket: # 1068192 - Internet Speed Much Slower than Advertised](#)

Date: 7/5/2016 9:00:06 AM

City/State/Zip: Crofton, California 21114

Company Complaining About: Comcast

Description

I am paying for the Comcast Blast service, which advertised speeds up to 150 mbps. I am only receiving speeds of 50-70 mbps. This is consistent with their lower tier service called Performance. I have made repeated calls to Comcast to resolve this issue. My concern is that I am paying for a service and Comcast is not providing the service they are advertising. This is a very deceptive practice. I am concerned that many customers may have the same issue and not know it because they do not independently test their Internet speed.

[Ticket: # 1073146 - Slow internet speeds](#)

Date: 7/7/2016 2:31:56 PM

City/State/Zip: Mystic, Connecticut 06355

Company Complaining About: Comcast

Description

At the MASH office (a non-profit for homeless families) we use Comcast Business for 2 phone lines, Comcast Basic TV, and Comcast high speed Internet. We pay for the starter package which is \$69.95/month and advertises speeds of 16 Mbps down and 3 Mbps up. Using the speedtest provided by Comcast on their website connected directly to the router, we get speeds of 6.41 Mbps down and 1.01 Mbps up. We would like Comcast to increase our internet speeds to the advertised speeds.

[Ticket: # 1077840 - Throttling of internet speed and dropped connection.](#)

Date: 7/10/2016 10:22:55 PM

City/State/Zip: Export, Pennsylvania 15632

Company Complaining About: Windstream Communications

Description

The internet speed never reaches the advertised speed of 12 Mbps for a consistent amount of time. During the day it is always throttled down to much lower speeds. Also, the connection to the internet from the modem will drop at random intervals throughout the day.

[Ticket: # 1086043 - Frontier unable to provide Internet speeds being sold.](#)

Date: 7/14/2016 6:58:11 PM

City/State/Zip: Fort Wayne, Indiana 46835

Company Complaining About: Frontier Communications

Description

Paid for upgrade in service 100/100 speeds. Never got my speeds other than during the day while at work. during weekends and nights it was 5/10. Solution was to down grade my service after techs admitted the server was over subscribed and they would not be investing in more equipment to provide advertised speeds. Then charged me again to down grade my service and won't correct my bill. I have been hung up on and have had several post deleted from there site in a effort to contact them.

Ticket: # 1092697 - Speed Throttling

Date: 7/19/2016 3:24:07 PM

City/State/Zip: Irvine, California 91214

Company Complaining About: Charter

Description

Dear FCC;

I am a consumer who used to live in La Crescenta, CA 91214 for many years, where my area was serviced by Charter and I purchased Charter internet services through a cable modem. I noticed many times at that location that my internet speed on my Ethernet connection through speedtest.net was up to 20 Mbps slower than the advertised speed I payed to receive. Since I used the Ethernet connection and not wireless, I should have received speeds closer to what I was paying for. But since the slower speeds were still fast enough for my uses, I was okay. But I noticed even slower speeds most heavily in the last few weeks my service before my move. I called Charter several weeks before to schedule a service termination/account closure in the middle of July, because I will be moving to a new location that isn't serviced by Charter (I am since living at my current address). For those last few weeks, the speed was not only slower than before, but my internet frequently died and lost connections multiple times a day. I had to power cycle my modem up to 5 times a day the past few weeks. My connection losses ranged from 5-10 minutes to more than 4 hours. Because of losses of connection, I was further not able to use my internet at the advertised speed that I payed for. While the previous slower speeds are okay, the last couple weeks had extremely slow speeds and inconveniences with poor service such as disconnection. It was a clear reduction in internet speeds that I paid for.

Thank you,

Ticket: # 1095190 - Charter Spectrum Internet

Date: 7/20/2016 5:12:50 PM

City/State/Zip: Beaver Dam, Wisconsin 53916

Company Complaining About: Charter

Description

I have lived at my current residence for two years. Upon moving in I immediately had Charter install internet service and nothing else. The Internet service in question is supposed to supply me with 60 MB/s when in reality I am lucky to pull 20 MB/s wired directly to the modem. In the two years I've had their service I have had several technicians at my house as well as changing my modem several times. None of the attempts made have solved my issue of receiving one-third of the advertised speed. I have tried several times to see if I could at least have my bill reduced, even back to the introductory price I paid, to no avail. I am writing this today hoping this issue can be resolved with Charter.

[Ticket: # 1104797 - Fraud and unfair billing practices](#)

Date: 7/26/2016 3:14:28 PM

City/State/Zip: Hooper, Colorado 81136

Company Complaining About: Jade Communications Llc

Description

Jade Communications LLC has claimed that they can provide 20 mb/s internet which is the package I pay for. I have consistently had slow internet and it is affecting my work. When measured, the internet download and upload speeds are below 10% of their advertised speed. This is unacceptable and is blatant fraud. What they are providing is 2mb/s internet. Therefore, they are charging me erroneously for 18 mb/s of internet thus committing unfair billing practices. I need the internet to work and I can barely check email. This complaint has taken me 1 hour to get through loading the page, uploading my attachments, and selecting from the pull down menus.

Ticket: # 1107382 - TDS Telecom complaint

Date: 7/27/2016 6:37:11 PM

City/State/Zip: Hobbs, New Mexico 88240

Company Complaining About: Tds

Description

For months I have been paying for 60mb down internet service. I have yet to receive the advertised speed (most days only getting between 1 and 3mb. The service often drops as well)

I have called them numerous times and complained, I have filed 2 BBB complaints, they have admitted to a capacity issue (admitting they've oversold the area), but still expect me to pay my full bill even though I only receive about 5% of the service they are supposed to provide. I'm at my wits end, I'm fed up with a high bill and low or no service.

[Ticket: # 1107804 - False claims of internet service speed](#)

Date: 7/28/2016 1:52:22 AM

City/State/Zip: Helena, Montana 59601

Company Complaining About: Charter

Description

Charter communications sells cable internet service in Helena, MT at advertised speeds of "up to 20 Mbps" . Their provided speeds are often below 1 Mbps, usually during peak internet use times. I suspect they are throttling my service as I have not purchased a package deal of bundled internet, phone, and TV. Either way it is inappropriate to advertise service that they cannot provide.

Ticket: # 1111638 - TDS TELECOM

Date: 7/29/2016 7:20:43 PM

City/State/Zip: Pleasant Plain, Ohio 45162

Company Complaining About: Tds

Description

We are not receiving their advertised speed. The company advertises speeds that it does not (in good faith) maintain at reasonable speeds. We pay for service to be at minimum above 6mb and it is not. Their field trouble shooter identified the problem as their own and a matter of TDS upgrading their network-which they are not and apparently will not. We are paying for 15mb of TDS bandwidth and we not not get a 1/3 of it on a reasonable basis.

Ticket: # 1111909 - ISP Complaint**Date:** 7/30/2016 1:49:19 AM**City/State/Zip:** Aransas Pass, Texas 78336**Company Complaining About:** Gtek Communications

Description

the ISP I currently am with (Gtek out of Portland, Tx) advertises speeds far beyond what is ever achieved to the home. I currently pay \$80 a month for 15mps down and 4mbps up and have never received over 3 down in speed tests in the 2 years I have had the service. I have done a speedtest everyday 6x a day at intervals of 4 hours for the last month and never seen even close to the advertised speed. I have spoken with other customers as well and the same is true. I have called to complain at least once a week for the last 3 months and always received the same "we're having issues with our tower" or "please restart your router and call back" as answers.

[Ticket: # 1124887 - Misleading advertising and failure to provide broadband/high speed internet](#)

Date: 8/6/2016 4:58:46 PM

City/State/Zip: Lexington, Virginia 24450-3256

Company Complaining About: Centurylink

Description

Service Advertised: "Pure Broadband", "High Speed Internet"

Charge for Service \$70.05 per month

Advertised speed: "Up to" 50 Mbps

Actual Speed: .58Mbps

Multiple complaints to company

Ticket: # 1125484 - Throttled Internet Speeds**Date:** 8/7/2016 2:59:36 PM**City/State/Zip:** Wheeling, West Virginia 26003**Company Complaining About:** Comcast

Description

As you can see by the Attachments, which I've posted In Order of the Speed Tests Performed just minutes apart, Comcast/Xfinity is definitely being Throttled. The Company has Advertised 75Mbps for their Customers, but even at my Best, I am still quite short of their Advertised Speed. I've complained to them through Chat, Phone and Facebook and Nothing has been done to correct my issues. I had a Technician at my home last year and without my permission, installed a Comcast Router, Which I am now being charged for. As the Technician was leaving, he said "Your Apartment sucks for Internet". I wasn't given any Credits due to the Technician not being able to fix my issue. I've tried working with Customer Service to get my issues resolved, but all I keep being told is "Your connection looks fine on our end". They've tried to force me in to X1 or Higher Service Packages. Last time I requested a Technician, which was a Sunday, I was told the Earliest Appointment Available was the Upcoming Friday. This has been a constant issue for the last year and now in order for a Tech Visit, I have to wait a Full Work Week? I have 3 Kids. I can't afford to sit around all day waiting for someone to show up who isn't going to do their job anyway. On their Facebook Page, There is 1,000's of Internet and Customer Service Complaints. This company is taking advantage of customers by being the only provider in certain areas. Raising Prices and Overcharging without telling anyone. I'm sick of paying almost \$200 per Month for a Service that isn't always Accessible or Guaranteed. My Internet is Mediocre at best. I've asked for ways to lower my bill and have also asked for Credits due to all the Service Downtime and I get nothing. Instead, My Billing goes up as My Speed goes down. It's driving me crazy! Just posting this complaint took almost an hour due to the Slow Speeds and Freezing of the Internet.

Ticket: # 1127101 - Far Slower Than Advertised Speeds**Date:** 8/8/2016 4:20:39 PM**City/State/Zip:** Lexington, Kentucky 40503**Company Complaining About:** Time Warner

Description

Not too long ago TWC advertised that they were upgrading everyone's internet in my region by a significant margin. My tier (the highest available to consumers so I'm told) went from 50mbps to 300mbps as advertised. Unfortunately in practice this has rarely been the case. Since the upgrade I have only seen the advertised speeds immediately after being on the phone with a customer service representative. They have twice claimed to have fixed the problem and most recently told me to reset my router often in order to get the advertised speeds.

Instead of 300mbps I have on average gotten below 35mbps. My speeds throughout all the day and night have ranged from .05mbps to 55mbps, generally lower than the speeds advertised. I can sometimes stream video without interruptions but have to settle for SD instead of HD most of the time. With the advertised speeds all four members of my family should be able to stream HD video and the network tanks with just one person watching. I am severely disappointed with the service from TWC since they acquired Insight Communications in my region. I find it very odd I get the advertised speeds only after calling to complain, and I was most recently denied the opportunity to speak with a manager. I have not had the time to call and complain multiple times per month but the service has never been good and have been repeatedly given excuses and had my speeds throttled back up for a few hours after calling.

Ticket: # 1129777 - Network speeds regularly slower than advertised

Date: 8/9/2016 6:40:45 PM

City/State/Zip: Baltimore, Maryland 21211

Company Complaining About: Comcast

Description

I pay Comcast for service of up to 3mbps download and 1mbps upload. The actual network speeds are typically much, much slower than this, however. The attached screenshot of Google's network speed testing tool, which registered a DL speed of .11mbps and upload of .17mbps, was captured by a computer plugged directly into the Comcast cable modem; no wireless networks or unnecessary hardware was involved that could have affected the network speed.

If Comcast's network is decaying and no longer able to provide the advertised speeds to all of the people that Comcast has accepted as customers, it is not the customer's problem. Either the network infrastructure needs to be improved, or they need to stop accepting new customers until such a time as their network is stronger.

Ticket: # 1134785 - Internet connection unreliable and speed not as advertised

Date: 8/11/2016 9:13:32 PM

City/State/Zip: Andalusia, Alabama 36421

Company Complaining About: Andycable

Description

I am paying for two internet connections from two providers to be able to have fast enough internet for my family to use services like Netflix and online school. The service I have issues with is a local company that goes down often during the day and barely tolerates my phone call to inquire as to what is going on. Though one tech is very friendly and I know him quite well, the other staff are unwilling to field my complaints. I am paying for 8Mbps but rarely get about 5Mbps so I am not getting my advertised speed.

There are only two providers in my area, and Centurylink will not upgrade their equipment because of anti-competite laws due to AndyCable not being able to or being unwilling to upgrade theirs, so I'm told.

Ticket: # 1141645 - Advertised Internet Speed**Date:** 8/16/2016 2:48:55 PM**City/State/Zip:** San Antonio, Texas 78250**Company Complaining About:** Time Warner

Description

All internet providers advertise their high speed internet and how great it will operate. Download an entire movie in 2 minutes, etc. The fact is, those advertised speeds are only between the user and their ISP provider, not the overall internet speed. Once you go beyond your ISP, the speed depends on the speed of the internet, not just your ISP connection. This real world situation should be included when the ISP's advertise their great internet speeds. My plan connection speed is 100 mbps, but real world, it's less than 20 mbps.

Ticket: # 1141738 - Time Warner Practices

Date: 8/16/2016 3:14:08 PM

City/State/Zip: Frankfort, New York 13340

Company Complaining About: Time Warner

Description

Background: I have had internet service with TW for a few years under the heading of "Extreme" which includes an advertised speed of 25MBs/5MBs. Recently I spoke with a TW consultant concerning the possibility of TW MAXX upgrades. I was informed that an upgrade for my area was imminent. Since then I spoke with a representative who indicated the roll out has indefinitely been suspended. I logged on today and noticed my billing information has me paying for "Ultimate 200" class internet. "Ultimate 200" is classified as 200MB down and 25MB up. My speeds, however, remain the same and the representative from TW indicated they will not go up. I contacted other individuals in the Rome area and there are paying for "Ultimate 200", the same amount of money, but receiving the advertised rate of speed. I believe it is a violation of TW duty as a utility to arbitrarily discriminate against municipalities by charging substantially higher rates for identical plans (or, in the alternative, for advertising the same plan at the same pay rate with grossly different speeds). Moreover, without regard for the other municipalities, I am currently paying for a service of 200MBs/25MBs but only receiving 25MBs/5MBs.

I currently have an online chat between myself and a representative from 8-16-16 indicating the upgrade has been delayed indefinitely if necessary.

Ticket: # 1142754 - Major Internet Outages and Slow Speeds**Date:** 8/16/2016 10:23:59 PM**City/State/Zip:** Rossburg, Ohio 45362**Company Complaining About:** Hometown Cable

Description

For the past few weeks, our household has experienced many drops in our connection to the internet and speeds significantly lower than advertised. Most of the issues are seen to the extreme after 8 PM Eastern time and continue past midnight often. Our package states 5 Mbps down yet most evenings we have approximately on average 1 Mbps down and every few minutes a complete outage lasting anywhere from 10 seconds to minutes. During the daytime hours we will sometimes get close to the advertised speed, yet sometimes we'll experience significantly lower with the mentioned drops. On three separate occasions, we have reached out to our ISP via email only to receive a reply the first time stating they've updated the firmware on our radio. After waiting over a week for no further response from the ISP, we reached out via phone and were told someone would contact us the same day. That was Saturday, August 6th, 2016 and no contact to us has been attempted, and we continue to experience issues almost every day.

By this time, most people would leave an internet service provider for another, but this household does not have that luxury. There are no suitable alternatives. The local DSL provider does not reach us, and the local cable providers claim not to service our area. Satellite and mobile are unacceptable due to latency issues, price and data caps. So we are stuck with this provider who will not even respond to our queries for help. We've ruled out our equipment with the use of bandwidth monitors and directly connecting a laptop to the service thus bypassing the router.

Ticket: # 1153433 - Pavlov Media

Date: 8/22/2016 9:09:56 PM

City/State/Zip: Rochester, New York 14623

Company Complaining About: Pavlov Media

Description

Advertise 200 Mbps down, 100 Mbps up, however I get very long periods of instability and speeds much less than that. My calls and my roommates calls to customer support go in an unending loop and we are simply fed up with the service provided to us and the fact that they are basically lying about the advertised speeds and refuse to help us. It seems that a majority of their customers are also furious as they have a rating of 1.2/5 on their facebook page and facebook pages dedicated to their complaints have just as many likes as their official one. Please, something has to be done about this company.

[Ticket: # 1158217 - internet provider speed](#)

Date: 8/24/2016 7:43:49 PM

City/State/Zip: Berryville, Virginia 22611

Company Complaining About: Wave2net

Description

Paying for for 10/5 and have never averaged over 2/1. I have talked to tech. support a minimum of 50 ,times and nothing has been corrected. When pressed they say simply that they do not guarantee speed and when asked if they have a responsibility to even try to achieve advertised speeds they again refer you to tech. support for the run around

Ticket: # 1181654 - Unresponsive internet, Unresponsive company**Date:** 9/7/2016 7:32:54 PM**City/State/Zip:** Waseca, Minnesota 56093**Company Complaining About:** Consolidated Communications

Description

I have been a Consolidated Communications customer (previously Hickory Tech) for over two years and have always had the same internet package through them in terms of speed and price. Since signing up for services with them I have never gotten their advertised speeds, I have never tested above 4-5mbps and pay for 15. I have dealt with frequent disconnects from their network where our modem has no connection, "updates" that render us without internet for days at a time, and at one point we were disconnected from the network and according to the technician that was sent to our home after several days with no service it was an issue "on their end" that they fixed by calling in which is what I had done to start the process in the first place. Their customer service is completely unresponsive. I posted a thread on their facebook with a picture of an internet speed test showing the slow download, non-existent upload, but a miraculously fast PING. It was pointed out by one of my friends who is a network technician that this is a symptom of a bad drop line to our entire town, but Consolidated did not respond to my post until several days later. When they did respond they promised to finally follow up with me to address my concerns but after 24 hours I had to reach out once again and threaten to file a complaint with the FCC to get a response from them. They stated that they did not have my contact information and had attempted to call me apparently several times but were not able to leave a voicemail even though I only have one contact number, my cell phone, and verified through call records that there was not even an attempt to reach me.

I have never once asked Consolidated to credit my account, I have paid my bill for the most part on time (I missed one month recently but paid in full the following) and feel that my request is reasonable. I want what I am paying for, and for the company to be responsive in reaching out to me. I am paying \$49.99 a month for my internet service and am unable to fully utilize it as we cannot connect multiple devices to the modem or it will lose connection, and speeds cannot support anything more than general connections and SD streaming of videos as long as nothing else is connected.

I just want them to fix the network issues in my area but they won't even reach out to me without threat of contacting the FCC. Please help me.

Ticket: # 1189384 - Internet speeds from AT&T

Date: 9/11/2016 2:55:01 PM

City/State/Zip: Social Circle, Georgia 30025

Company Complaining About: AT&T

Description

I was upsold by a AT&T rep saying I would receive 18 Mbps so I would choose AT&T over comcast business which had just moved into the neighborhood. I agreed since comcast was not advertising that speed in our area. A month later, after seeing that I never went above 14Mbps I called and a technician came out. He immediately told me that there was no way possible for me to receive the speed of 18 Mbps because I was 7100' from the nearest hub and that is too far to receive the advertised speed of 18 Mbps. I would never have chosen AT&T over comcast business if I had not been blatantly lied to about the possible speeds at my residence. Then when trying to contact AT&T about the issue they repetitively told me that those speeds were possible and I had to tell them time and time again that a technician had just been to our house and verified in person that those speeds were not available here. They are lying about speeds to beat competition.

[Ticket: # 1196212 - Tahuya wa internet at 1/4th advertised speed](#)

Date: 9/14/2016 4:12:00 PM

City/State/Zip: Tahuya, Washington 98588

Company Complaining About: Centurylink

Description

For the past month at our home in tahuya wa our internet speeds have dropped to one quarter of the advertised speed of 1 mbps.

The ISP is centurylink.

Ticket: # 1203336 - Unstable Internet Connection**Date:** 9/17/2016 8:45:19 PM**City/State/Zip:** Norman, Oklahoma 73071**Company Complaining About:** Cox

Description

The internet connection has been unstable and completely unusable at times. The plan we pay for indicates speeds of 5 mbs up and 50 mbs downstream. We have been consistently receiving less than 1 mbs up stream service during prime time in the evenings. There is no reason to not receive advertised speeds. Outages have resulted in complete lack of internet usability repeatedly over the last month. Additionally an automated phone system reset the modem without confirmation. It is not acceptable for another party to make changes to equipment they do not own without permission. Calling the ISP has not resulted in the issue being remedied. The situation is unacceptable. Please assist in resolution of this issue.

Ticket: # 1217118 - Cox Communications Internet

Date: 9/23/2016 9:38:01 PM

City/State/Zip: Oklahoma City, Oklahoma 73104

Company Complaining About: Cox

Description

Paying for 150mbps download cable internet service; receiving 9.6mbps at most. Speed coming into the house on Cox lines is equivalent to that at the modem. Equipment is less than 3 months old (Netgear CM600 (DOCSIS 3.0)) and works at advertised speeds with non-Cox subscriber's service across the street. Numbers also throttled down about 50% at 4:30/5:00 down to 3-5mbps. Every day. Attempted on five (5) occasions to have representatives come out to investigate. Zero (0) representatives ever showed up. Cox customer service simply reschedules another rep, who also fails to show up. Rinse, repeat. 10 hours taken off work to wait for nonexistent reps. Another 5-10 hrs on the hold with customer service (average about 20min on hold per 2min with rep). Apologies galore, but no remedial action ever taken.

Ticket: # 1217530 - false advertising Internet and TV

Date: 9/24/2016 12:59:42 PM

City/State/Zip: Oklahoma City, Oklahoma 73170

Company Complaining About: Cox

Description

I ordered Cox Communications "ultimate" internet in March 2016 which advertised speeds up to 300 Mbps download and 30 Mbps upload. I just checked my internet speed using speedtest.net, and it gave me a download speed of 44.95 Mbps and upload of 11.69 Mbps. This is while using a modem that is rated to download at speeds up to 686Mbps, (Motorola Surfboard 600 Series -Model SB6183) so I know it's not the fault of the modem. This is a significantly lower speed than advertised. Additionally, in August 2016, I added a TV package. After reviewing the various price options on the phone, I finally settled on a package quoted at a rate of \$103.25 per month, after taxes and fees. I knew the first month bill would be higher, so when my second month bill came, I was charged a total of \$153.25. I was wondering where the extra \$50 came from so I called "customer service." I was told that the internet promotion I originally signed up for was not correctly calculated in my new bundle, so they would fix that. OK, great. But then my new total was still around \$130. I talked to a supervisor who provided no help, simply telling me that my only options were to leave it as it is, reduce the size of my bundle, or cancel my plan. I feel that I was given a bait and switch.

Ticket: # 1217988 - False advertising internet speed

Date: 9/24/2016 8:22:50 PM

City/State/Zip: Yuma, Arizona 85367

Company Complaining About: Time Warner/charter

Description

Since Charter communications has taken over Time Warner Cable and now openly advertise on television about higher internet speeds. I don't get them as advertised. On my tier level, which is named extreme, I am suppose to get their speed as 200 mbps on download and 20mbps on upload as told by one of their technicians. Upon calling them I was given all kinds of excuses that basically said no known time frame for getting the new speeds was available and in fact, the representative was told that the info as to when we would get the new advertised speeds were taken away from their knowledge base.

I was told that here in Arizona that we are the last state to get upgraded to new advertised internet speeds.

I also want to point out that their new lowest speed of 60mbps is much cheaper then the \$59.99 I'm now paying and is at a speed of 30mbps on download and only 5 mbps on upload. I believe their lowest speed tier cost is in neighborhood of \$14.99/month.

On the tv commercials I don't see or here them say any disclaimer about not all customers will or may not get advertised new faster speeds and if it is in listed in the very small print somewhere on the tv commercial it is impossible to read it. I was given a line of b.s that said they have to upgrade the lines to fiber optic but I was told that was done long ago, so hence a phony excuse.

I dumped Time Warner Cable last year due to their telling me for year after year that they were to come out with new set top boxes and never did but Time Warner Cable in the San Diego Calif area had new equipment long ago. So I switched to Directv for my video and just kept internet service from TWC.

Ticket: # 1221216 - Frontier "broadband" speeds are slow & misadvertsied

Date: 9/27/2016 7:47:11 AM

City/State/Zip: Canandaigua, New York 14424

Company Complaining About: Frontier Communications

Description

Internet speeds seldom come close to their advertised speeds of 12Mbps. At best speeds will just break 10Mbps under perfect conditions. More often than not, they hover around 8Mbps depending on which test you use. Frontier insists that you use their own branded test from Ookla which is known to be a preferred fast lane connection, and not indicative of true speeds. There is often a 2Mbps difference between their own test and an independent provider.

When speeds are horrific or there is a service interruption I usually contact Frontier. Speeds yesterday varied from 1.5Mbps to 5Mbps so I chatted with support. They fed me the same "it's due to high demand" line and refused to open a trackable trouble ticket for me. They even suggested I look into satellite internet until the upgrade the equipment in the area.

Even when service is working as expected, their advertising claims are completely false. They say, "Number of users that can stream video at the same time up to 8 users." If one family member is watching Netflix, it's immediately noticeable to all other members of the household with dramatic drops in video quality or download speeds. The speeds and level of service provided by Frontier in this area are completely unacceptable .

Note that this is my second complaint. The first was ignore for several months as your communication to Frontier was "lost". Their solution was to offer a \$10 credit every month for a year. Service never improved, the credit is gone and pricing has increased.

Ticket: # 1227531 - Throttling by Time Warner Cable again in Monroe, NC

Date: 9/29/2016 9:06:46 PM

City/State/Zip: Monroe, North Carolina 28110

Company Complaining About: Time Warner

Description

Hello, I filed a complaint on July 16th of 2016. My original issue was not resolved until August 18th. Everything was working fine for about 3 weeks, and now I'm having issues again and Time Warner is yet again giving me the run around. My original ticket number was (b) (6). I am getting much less than advertised speeds and latency. My advertised speeds are 300mpbs down and 30 up. They are throttling me beginning at 9pm Eastern and it doesn't end until about 1am Eastern. Same as the previous ticket. They will give me the run around yet again stating that they can't have someone at my house during the time of the issue due to their hours of operation.

[Ticket: # 1227655 - internet won't work, Xfinity won't fix, increased bill](#)

Date: 9/29/2016 10:35:25 PM

City/State/Zip: Decatur, Georgia 30035

Company Complaining About: Comcast

Description

I filed a complaint at the end of August 2016. This company STILL has not fixed my problem, nor have they sent me any type of written correspondence as The FCC stated I would receive. This company is committing fraud against the public and the FCC is letting them get away with it. My internet speeds for the last 2 months have average 6.5MBPS! The advertised speeds are 75MBPS for the type of service I am paying for. If the FCC has no intention of doing anything legally about it, what do we need the FCC for? This MUST be addressed. I also don't understand how my last complaint was closed when it was not resolved.

Ticket: # 1229541 - Slow Internet Speeds Rise Broadband

Date: 9/30/2016 10:42:36 PM

City/State/Zip: Josephine, Texas 75164

Company Complaining About: Rise Broadband

Description

We have consistently had speeds well below advertised speeds. We are paying for 20 Mbps down at \$70 per month, but we're consistently below 5 Mbps and to the point where it is unusable. I've called time and time again over the course of the year and it has not been better. My latest ticket with Rise Broadband is (b) (6) and since the complaint was put in, my speeds have gotten slower. They're advertising unlimited and we don't use the internet like crazy so I think I'm getting throttled.

Ticket: # 1239797 - 10% of Advertised Speed

Date: 10/7/2016 12:56:48 AM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Wave Broadband

Description

I have Wave Broadband, which is the only option servicing my building in Seattle, WA. I've called them at least 4 times to let them know that between 7 and 10pm, my apartment's speed drops to 3-5 MB/s. The advertised speed for the plan is 50 MB/s, and I'm paying \$65/mo for just internet. Wave will only send a technician out during normal business hours, during which there is typically no speed issue, and will charge me for doing so.

Ticket: # 1244766 - Data Caps

Date: 10/7/2016 6:29:19 PM

City/State/Zip: Mukilteo, Washington 98275

Company Complaining About: Comcast

Description

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

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

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

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

I will be working as actively as possible to cancel my services with Comcast but alternatives are few and far between.

I already pay for a high speed tier option (150 mb/s) and now Comcast can use this data cap as an escape to actually providing this advertised speed. At the current speed that I pay extra for, it would take 15 hours to hit my data cap for the entire month.

If Comcast really wants to act as a utility, they shouldn't be charging for speed of transmission AND total transmission of data. This is misleading advertising. They should instead charge for one or the other.

Ticket: # 1257575 - Bandwidth

Date: 10/12/2016 2:08:24 PM

City/State/Zip: Minneapolis, Minnesota 55415

Company Complaining About: Comcast

Description

Please ensure that bandwidth speeds have a frequently-updated definition for "broadband," create accountability for advertised speeds, enforce net neutrality, and eliminate bandwidth caps. "High speed" internet is a moving target. The terms "high speed" and "broadband" should be defined terms in federal regulations so that they can be updated regularly as usage changes. Companies should not be permitted to advertise "up to 50 mbps speeds," as my Comcast subscription advertises, and then get away with providing merely 30mbps speeds. Either "up to"-style speed options should be defined within a set range (+/- 5%) or the term should not be permitted, as it results in misleading sales tactics. Third, net neutrality should be enforced. The internet acts as our primary avenue of communication and commerce, and should be regulated like a utility. There should not be preferential speeds and access to in-company sites any more than one person's call to 911 should be connected to emergency services faster than another person's call. Finally, data caps should be eliminated. They are not functionally necessary and merely serve to needlessly limit usage while providing the ISP an opportunity for an additional billing option. These changes are necessary and proper for a well-functioning internet service.

[Ticket: # 1259875 - Comcast data cap in Colorado](#)

Date: 10/12/2016 5:31:20 PM

City/State/Zip: Vail, Colorado 81658

Company Complaining About: Comcast

Description

The internet data cap that Comcast has set for Colorado will hurt everyone while benefiting only Comcast. I live in the mountains (Vail) and our ISP choices are Century Link or Comcast. Since Vail is a fairly remote area, the internet speeds are poor (decent at best), however, we pay for "high speed" internet. Even though we pay for the service, when you tell Comcast the speeds aren't nearly as fast as advertised, they simply say the advertised speeds aren't available in our area. By allowing this new data cap, Comcast will have even more control over its subscribers and will deter/prevent consumers from using entertainment sources that compete with cable TV (such as Netflix or other internet based television services). Please stop Comcast from implementing their data caps and increasing their stranglehold on the consumers.

[Ticket: # 1260046 - Comcast Data Caps and Local Monopoly](#)

Date: 10/12/2016 5:54:39 PM

City/State/Zip: Charleston, South Carolina 29401

Company Complaining About: Comcast

Description

Data caps are ridiculous. My 75 mbps Comcast internet is basically unusable due to extremely slow speeds about halfway through the month. I am not sure if this is due to speed throttling, but rarely do I get the advertised speed. It makes no sense for there to be tiered data speeds if there is a cap. There are no other options for ISPs where I live so they absolutely no competition and are therefore free to be however greedy they want. Please, please, please fix the broken internet service in America.

Ticket: # 1265369 - Comcast speed issues

Date: 10/14/2016 1:12:00 PM

City/State/Zip: Greenacres, Florida 33463

Company Complaining About: Comcast

Description

Comcasts roll out of data caps are outrageous! They are the only providers of cable internet in my area and I can't even get the speeds that I already pay for. How is it legal for them to charge more for a product which I already have (unlimited internet) and not provide the advertised speeds? This is a travesty! Especially in the digital age when internet is almost like a utility.

Ticket: # 1269169 - Internet Speed

Date: 10/15/2016 12:19:46 PM

City/State/Zip: Havertown, Pennsylvania 19083

Company Complaining About: Comcast

Description

Comcast is continually slowing down the wireless internet and is not providing advertised speeds. I can no longer stream movies at any quality without having to constantly wait for buffering.

Ticket: # 1272207 - Subpart speeds, no choices, complicit regulators

Date: 10/17/2016 4:27:23 PM

City/State/Zip: Ocala, Florida 34473

Company Complaining About: Centurylink

Description

I am currently paying over \$90 for "high speed internet" from CenturyLink. The speeds are advertised as 3mb/s. I have never seen this speed in all my speed tests. Using both fast.com and ookla speedtest, I consistently get less than half the advertised speed. I've called to complain, have had techs both over the phone and at residence say this is as good as I can expect. I have 2 choices here, cable or DSL. They are in collusion with each other and local government to keep this status quo. Do something, fulfil your charter and protect us from these blood sucking liars and thieves.

[Ticket: # 1274275 - Company refuses to fix internet or refund.](#)

Date: 10/18/2016 3:37:33 PM

City/State/Zip: Peck, Michigan 48466

Company Complaining About: Air Advantage

Description

Internet constantly cuts out, or doesn't match even a third of their advertised speeds. Customer support refuses to help and told me that there's nothing they can do to fix my issues.

The company name is Air Advantage located in Frankenmuth, MI.

Ticket: # 1275373 - Comcast, not getting advertised speeds

Date: 10/19/2016 12:43:22 AM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

Comcast recently decided to increase my bill and lower my internet speeds. Before I was getting my advertised speeds. Now I pay for 100mbps down/10 up. I am only able to get 82 down, 5 up (the up is HALF what the advertised speed is, false advertising).

After talking with their support I was told these are pretty good speeds and I should be happy with them. They refused to help me any further saying the speeds are fine. This is wrong, as I would never buy something if I were to only get half or 2/3rds of said item.

Ticket: # 1403865 - AT&T changed my internet speed without changing my bill

Date: 1/18/2017 6:19:41 PM

City/State/Zip: Houston, Texas 77077

Company Complaining About: AT&T

Description

When I signed up for AT&T's U-verse service the advertised speed was "up to 50 mbps." Now apparently it is only "up to 12 mbps." That is a significant drop but there has been no commensurate drop in price.

There seems to have been some internal alterations within AT&T to mask this change. The plan I signed up for named "U-Verse High Speed Internet Max" and the offer was \$50 per month for up to 50 mbps. In reviewing my bill I see that my plan has actually changed names to "Internet 12," my max speed is now 12 mbps, and my bill is \$57 per month.

At the very least AT&T is being dishonest in their marketing. It is possible that my account has been mis-handled in some way but I doubt it.

The resolution I desire is to receive 50 mbps for the price I am already paying (which was my original agreement with AT&T). Barring that, a reduction in my bill to match the reduction in speed is necessary.

This business of changing plan names, changing prices, and changing speeds is absolutely unacceptable.

Ticket: # 880329 - Not getting advertised speeds and Charter is also providing inaccurate speeds to the FCC

Date: 3/28/2016 11:04:26 AM

City/State/Zip: Corinth, Texas 76210

Company Complaining About: Charter

Description

I am not getting the advertised speeds that I am paying for. I am paying for "speeds STARTING at 60Mbps" download and have unfortunately never received those speeds. Please see the hourly statistics that I took.

https://docs.google.com/spreadsheets/d/1EM_m2MmmEeJC3xXThThGNP4gh2Qb_eNRAtTUcC-opMY/edit#gid=0

Please note that I constantly receive speeds that are now below the FCCs new definition of broadband (25M/3M).

They will most likely claim there is a disclaimer somewhere... it is not on their main advertisement. According to https://apps.fcc.gov/edocs_public/attachmatch/DA-14-1039A1_Rcd.pdf - "A provider making an inaccurate assertion about its service performance in an advertisement, where the description is most likely to be seen by consumers, could not defend itself against a Transparency Rule violation by pointing to an "accurate" official disclosure in some other public place."

When I speak to Charter about the speeds I get, they tell me I am lucky that I get what I get. I hear this repeatedly. Yet, no one can provide me what speeds I should be getting. People from Residential sales tell me 60M and others tell me less. Charter Business reports that speeds 60M and 100M are possible in my area (I have included a screenshot). They use the same lines as Residential. I would like to point out that Charter reports to the FCC that the block that I live in receives 100M-1G as you can see in the following link - <http://www.broadbandmap.gov/internet-service-providers/2737-windstone-way/lat=33.154945/long=-97.06702999999999/>

Ticket: # 1528853 - Problems with Comcast

Date: 3/27/2017 8:27:32 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

Below are the dates, times, locations and devices for a small sampling of slow and faulty Comcast internet service, and other Comcast problems, that I and my household have experienced.

3/2/17

7:39pm

Kitchen and living room

Multiple Macs

The computers could not access the internet, period, even after restarting their wifi connections. Accordingly, we could not do our work or prepare our taxes.

3/1/17

6:42pm

Mac

Guest bedroom

Internet service was extremely slow. My software development environment lost its connection to the server. The web browser would take over ten times the normal time to load web pages.

2/18/17

4:30pm

Mac

Master bedroom

There was no internet access. I couldn't do my software engineering work. I had to tether to my iPhone, for which I pay for a capped amount of cellular data.

1/17/17

11:15am

2 Macs

Master bedroom and living room

The internet failed altogether. (b) (6) lost the connection to her business teleconference with her CEO and other senior executives. (b) (6) work was interrupted. The connection failed to promptly recover.

1/3/17

11:12am

Mac and iPhone

Kitchen

The internet was down. I couldn't do my work. Instructional videos on YouTube didn't load. Turning wifi on and off didn't help. Even after restarting the modem, my development environment lacked proper internet connectivity. Internet was also falling far short of the advertised speeds for which I pay, and which were advertised to me by Comcast, on other devices and in other rooms throughout the morning. Downloads were taking over 10x as long as they should. I had to switch to tethering to my iPhone and using cellular data, for which I pay a high fee.

12/9/16

2:43pm

Mac

Master bedroom

The internet was persistently out on both the normal and the 5G channel. This, despite the fact that no one else was in the house, no device other than my Mac was actively accessing the internet, and the Mac was not doing any high-bandwidth activities, such as streaming video. I was unable to do my work.

12/7/16

10pm

iPad, iPhone and Mac

Master bedroom

For over half a day, no devices got any wifi, even when the name of our wifi network was visible in the network list and the signal strength showed full bars.

5/29/16

9:10am

TV

Living room

The TV screen was frozen on an image of a TV program from the Comcast TV subscription. The set-top box failed to respond to any remote control directions. For instance, the channel refused to change. From time to time, an error message appeared, stating that the set-top box was "having trouble" connecting to the Comcast TV "platform."

5/27/16

9:59am

Mac

Office

I had no internet connectivity, despite the supposed fix to our internet connectivity by the Comcast agent on 5/10/16. Turning on and off wifi didn't fix the problem. Even high-availability websites didn't load.

5/16/16

11:50am

TV

Living room

I was surprised and disappointed to learn that Comcast had rented me a set-top box without DVR capability. I didn't know such boxes were still used, or had been in use for the last decade. I was told to go to Comcast's store at 2186 Geary to get a DVR-capable box with all of my current box's functionality, which I was promised would result in no price increase. I was told by Comcast that all I needed to bring to the Geary Street store was my current set-top box and its power cord.

5/15/16

8:47am

Mac

Master bedroom

Websites were slow to load.

5/10/16

3:13pm

Living room

TV

The Comcast rep David admitted that the signal is low: negative 9.2 for modem. He said it was so low, I should expect bad internet. He claimed that I'm "coded" for, i.e. subscribed to, a standard-definition box. That's false; I am subscribed to HDTV. He tried to upsell me to pay \$10 more per month for HD (despite the fact that I've already subscribed to HD.) He admitted that I do have the "Preferred" package. The Comcast lineup PDF shows that HD channels are included in that package. He agreed that the PDF implies that I should have HD, based on the package I bought.

We agreed to add HD service for \$10 / month, cancellable at any time. I stated, and David agreed, that I was not waiving any pre-existing contractual rights. My pre-existing contractual rights include the right to receive the HD channels in the "Digital Preferred" column of the "preliminary TV" 13-page channel list.

David confirmed that having introduced the splitter in order to accommodate the new TV service may be worsening my already bad internet service, a problem about which Comcast had failed to warn me before it sold me TV service.

My apartment's line in the garage is unlabeled. The signal is apparently good (positive 7) in the garage. By the time the signal makes it into the apartment, we're currently losing 10 decibels of signal; at worst, we should be getting positive 3. Running a new line should give us 6. After he did the work, our decibel level indoors was 0, he said.

5/10/16

8:20am

Mac and iPhone

Master bedroom and throughout the house

Data, even small amounts, persistently failed to load, even from high-availability websites such as www.google.com.

5/9/16
5pm
Mac
Master bedroom

High-availability websites for professional and personal use, like the WSJ, wouldn't load.

5/7/16
9:49am
TV
Living room

When I tried to set up the set-top box, even though I plugged in everything correctly, it failed to boot up. An error message showed. I called customer service. A Comcast IVR falsely stated that my service was good to go and would no longer require customer support; wisely, I distrusted this message and stayed on the phone instead. I spoke with customer service for over an hour, not for lack of anything else to do with my time. Customer service told me not to use the splitter Comcast had sent, and instead to use another one I already had around the house. That helped, i.e., Comcast's splitter was faulty. More error messages showed. Frequently, the call with customer support died. The support rep, Maria, who as far as I can tell was doing her very best, asked whether I was having cell phone reception problems. I informed her that, since activating wifi calling on my iPhone a few weeks ago, I'd been having problems with calls dropping at home, i.e., bad wifi from Comcast appears to be negatively impacting my phone.

Eventually Maria and I got some TV signal.

I turned to ESPN HD, channel 724, which Comcast had promised me I would receive as part of the "Digital Preferred" channel package I had purchased. Comcast failed to show channel 724 and demanded that I call 1-800-XFINITY to pay Comcast more money in order to watch the channel: "Upgrade to HD: To view this program in HD, you must upgrade your service. Call 1-800-XFINITY." Thus, Comcast falsely advertised to me, fraudulently induced me, breached its contract, breached its warranty, and engaged in unfair and deceptive trade practices. Indeed, when I tried to go to various other HD channels that Comcast has contractually covenanted to provide me, such as 702, they didn't load and the same upsell message appeared. HD auto-tuning was unavailable, which unavailability Maria admitted was inappropriate. Maria admitted that Comcast was not providing me the channels it owes me.

Comcast's agent admitted "this is a Comcast-related issue." She admitted that Comcast had wrongly "mapped" its channel line-up for me. She promised "advanced technical support" would call me today between 9am and 12pm PDT. It was therefore inexplicable that, at 10:07am PDT, I received an email from Comcast that a service technician would come instead on 5/10/16 at 2pm, a date and time to which I had never agreed. Thus, Comcast failed to provide me the main benefit of self-installation: not having to deal with a Comcast technician appointment, which appointments Comcast breaks frequently, both in general and in my own experience.

Accordingly, I insisted to Maria that Comcast refund my bill for every day that I'm not getting service, and my self-installation fee, given that s

Ticket: # 733953 - Advertised speeds not delivered

Date: 1/1/2016 11:30:14 PM

City/State/Zip: Winchester, Virginia 22602

Company Complaining About: Comcast

Description

I am currently in Winchester, VA. My parents are paying for Comcast's bundled internet and cable. Comcast is advertising speeds of 75Mbps and is charging a ridiculous amount of money for basic cable and these advertised speeds (due to lack of competition of course). I have experienced speeds of no more than 20 Mbps; in fact, I don't think I even hit those speeds. The highest download speed I saw was 2.3 MBps (not sustained, one brief moment only). This means I got, for a brief second, 18.4 Mbps. This is around 1/4 of what they advertise. I realize they are not required to advertise the average speeds they deliver and can advertise optimistically but less than 1/4 of the speed is a scam. This would never happen if they had legitimate competition. Also, the fact that they can falsely advertise like this, bill people for these rates, not deliver, and not have to reimburse customers or pay fines begs the questions, "Is Comcast even regulated? Do they have to follow any laws or can they falsely advertise and charge customers with zero repercussions?"

Ticket: # 745819 - Not getting Advertised speeds (and others around me aren't either since it's a node issue)

Date: 1/9/2016 8:17:47 AM

City/State/Zip: Roanoke, Virginia 24019

Company Complaining About: Cox

Description

I'm paying for 200/20 and getting around 20-50down/20up on average with very high latency. On weekends as you can imagine it's barely usable.

As of right now - I'm having an overloaded node issue confirmed by Cox field service team + cox executive resolution team + engineers. I'm waiting on a node split to resolve the issue (1-3months is the time frame they gave me which I've read where other users have waited longer than a year with each time them following up to be informed on a new expected date).

During November my phone service was also out for around 10 days due to a Signal issue which was fixed in November of last year after 3 tech visits and them denying any issue until suddenly the issue was fixed!

However, I was informed 500/600 households were on each node this means anyone paying above essential tier is not getting their advertised speed they are paying for... I was also informed I was the only person complaining which I doubt. The issue occurs from 5PM onwards during peak hours due to the node being just being completely over-saturated. Now, They upgraded speeds back in October? But did not have the infrastructure in place to support the speeds. Which is false advertisement, in my opinion. Whether the individuals on my node know it or not they aren't getting their advertised speeds along with latency issues.

Not to mention it's not only my node in this area that's being overloaded other users have complained of the same infrastructure issues.

I want the issue escalated to not be swept under the rug as usual as issues like this usually are.

All of this is well documented between me and my ISP. Again, All this is well documented with my ISP.

Open Internet Transparency Rule

"Consumers deserve to get the broadband service they pay for. After today, no broadband provider can claim they didn't know we were watching to see that they disclose accurate information about the services they provide," said FCC chairman Tom Wheeler in a statement. "The FCC's transparency rule requires that consumers get the information they need to make informed choices about the broadband services they purchase. We expect providers to be fully transparent about the details of their services, and we will hold them accountable if they fall down on this obligation to consumers."

3 Years ago(or 4) 2012

Before the Node issue 3 Years ago - I had a damaged drop line running to the house which in return caused water damage on the tap on the main line. Well, A field tech came out replaced the drop line to the house and as a temporarily fix he split me off my neighbors tap using a splitter he then put in a maintenance ticket to fix my water damaged tap. Well, No one showed up to fix said issue. Well, One year with poor internet signals/disconnections/slow speeds with several more tech visits all putting in maintenance tickets. I eventually went to the local Cox communication center and finally got maintenance out to fix an issue that took them less than 30minutes... While I dealt with poor speeds/frequent disconnections/poor signals.

So as you can see this ISP is very hard to deal with. I do not blame the Field techs, nor the support over the phones. But higher ups not really caring because their connection is just fine.

Again, All of this is well documented between emails/phone calls with cox. I just want the resolution resolved and awareness brought to the issue. Because I am sure it's not only me suffering in my area of slow speeds.

I don't want it swept under the rug.

Ticket: # 745776 - TWC Underserving Area, False Advertising, Overcharging

Date: 1/9/2016 4:50:30 AM

City/State/Zip: Sun Valley, California 91352

Company Complaining About: Time Warner

Description

For years now, Time Warner Cable broadband internet in my area has had a problem with consistency of speed. A few years ago, it was due to damage to the line coming to my residence (squirrels biting the lines at the pole). That was repaired, yet the speed and issue of night time outages continued. I switched to AT&T U-Verse which had its own issue with throttling video services. As soon as I was done with that contract, I switched back to the fastest service in my area... right on back to TWC. There are no other options.

I signed up for 100/20 speed (their highest and most expensive option), with my own modem and router. My equipment was always the first to be blamed and scrutinized by the first level customer support folks, even though a technician who visited said I had the best equipment I could get that was. TWC had notified me that I would be receiving an upgrade to 300/20 since they were now capable of doing that. I never did see that speed. The best I got at any time was 150/20. Nearly eight months I waited for the upgrade or improvement I was promised by a technician would eventually come.

I then received support. A technician arrived that confirmed that everything was perfect in my setup and that the problem was "all their fault." According to the technician, the node is overloaded and TWC were waiting for enough complaints to initiate a node split to handle the saturation in the area. He had mentioned that other field technicians were already "cleaning" up the lines in preparation for the node split.

Two months pass. I had downgraded my service on the advice of the honest technician who told me about the node split, so that I was paying for what was actually being delivered. The speeds then dropped... massively. Speeds went down to around 15/10. I chatted with tech support online to schedule a technician. One was scheduled.

The following morning (Friday, January 8) I was awoken by a call from a customer support technician who wanted me to cancel my appointment because the issue had been repaired. She asked me to do a speed test to see for myself. I checked and lo and behold, I was getting the advertised speed... until later than evening. Speeds went down to 5/8. Not five eighths the speed. 5 Mbps down, and 8 up.

Another few hours with tech and customer support brings me to the level of frustration to write a complaint to the FCC. It is clear that Time Warner Cable knows that a problem exists. They choose to not fix it even though they have sufficient data to do so. After virtually shaking my fist, they refunded me a strange figure that I'm sure they calculate to keep them protected from a complaint of overcharging, but a larger problem lingers.

Without appropriate oversight, corporations are not being held appropriately accountable for what they are claiming to sell. The "up to (speed)" loophole allows them to get away with playing innocent about a minimum expected speed of service. Competition is supposed to be what keeps the company

honest, but there is no real competitor here. Verizon Fios is not available. Google Fiber announced expansion to Los Angeles, but that's years away. AT&T's service is laughably slow and unreliable. So what's a consumer to do?

A technician is scheduled to visit my home on Monday, January 11 at 6:00pm. I will not be holding my breath.

Ticket: # 749087 - Advertised Internet Speed Scheme

Date: 1/11/2016 10:40:26 PM

City/State/Zip: Steamboat Springs, Colorado 80487

Company Complaining About: Centurylink

Description

CenturyLink advertises a high speed internet in my area (just outside the city limit of Steamboat Springs, CO) with SPEEDS UP TO 40mbps. When I run www.speedtest.net I am lucky to get 13mbps using ethernet cable and at the junction box outside my house.

The first issue that I have is that CenturyLink is not meeting the definition of the high speed internet speed i.e. 25mbps. They should not be allowed to advertise high speed internet in my area if they are not meeting the minimum speed.

Second issue I have is that they use the term "Speeds up to" to hide behind responsibility of meeting advertised speeds. This should not be allowed. They might as well say they offer "Speeds up to" 1 terabit per second in my area. It is FCC responsibility (and maybe FTC) to make sure companies meet advertised internet speeds. Rules are set so companies can compete against each other fairly. Just like in sports there are rules to play the game otherwise you are cheating. Centurylink (and possibly others) are cheating and it is bad business as well as bad for customers.

Ticket: # 753351 - Not Receiving Advertised Speeds. Please Help!

Date: 1/13/2016 8:14:54 PM

City/State/Zip: New Matamoras, Ohio 45767

Company Complaining About: Crystal Broadband Networks

Description

We are having many problems regarding the speeds of our internet. We have been with this company for a very long time. We recently upgraded our speeds to their Turbo Package, claiming to have download speeds up to 8 Mbps, and upload speeds up to 512 Kbps. When we first upgraded to this, the difference was very clear. We were receiving 6 to 7 Mbps every day, which was fine by us. But recently, our speeds have been nowhere close. These are not lag spikes, we are simply just not receiving the advertised speeds. When we call, they just tell us that they "are working on their main tower." We have called various times, and that is what they always tell us. Their website is www.crystalbn.com. They are Located in Clay City, KY. Their Customer Service number is 1-877-319-0328. We have tried everything we can to get our speeds, but nothing has worked. Please Help. P.S. We usually get 1 to 2 Mbps every day now, and it's been like that for months.

Ticket: # 755469 - CenturyLink deceptive practices & server preferences**Date:** 1/15/2016 12:05:05 AM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Centurylink

Description

I have subscribed to CenturyLink's "Gigabit" internet service (via fiber), and while the speeds within their network and with proximal networks are nearly as advertised ~850-950 Mbps, the speeds out to other very mainstream networks (e.g. youtube.com) are abysmal ~1.5-100 Mbps, particularly during peak hours ~4-10pm. I have yet to find a single download from any site that performs faster than ~100 Mbps, which I was routinely able to accomplish with my previous cable provider that served me ~115 Mbps. I can't even stream HD video from youtube during peak hours. A friend of mine with standard broadband ~100 Mbps in California is able to routinely download files ~2-4x faster than I can. If CenturyLink is unable to deliver anything over 10% of their advertised speeds to most locations on the internet -- mainstream services that most certainly have bandwidth to support my needs -- then they are very misleading and show very specific preferences to certain services in the internet.

I have provided some internet test results that illuminate the issue. CenturyLink's link out to YouTube (see ping/tracert results) are terrible, which is highlighted when you look at the internet health report speed test, which shows a sluggish 1.9 Mbps from their content provider (Tata). However, links with other internet sites remain fast and responsive. This compares with internet speed tests hosted by separate providers (condointernet) taken within the same time window (~10 min) that show that my connection into CenturyLink and out to certain services remains fast at 850+ Mbps. These test are representative of other tests performed on numerous other days, when CenturyLink has told me that there are no problems with their network.

[Ticket: # 758471 - Consistent speeds 1/20th below advertised](#)

Date: 1/17/2016 2:11:11 PM

City/State/Zip: Barre, Vermont 05641

Company Complaining About: Charter

Description

Charter internet advertised speeds at 60mbps. When first installed, we were getting around those speeds, although more frequently at 30-40 mbps. Now 3 months later we can get no higher than 3.17 mbps. They have told us to reset our router but won't send anyone out to fix it, and simply say they advertise speeds "up to" 60 mbps.

Ticket: # 761537 - Constant Speed issues, No Call No Show on appointments. Told they are oversold on their network.

Date: 1/19/2016 2:51:00 PM

City/State/Zip: Mowrystown, Ohio 45155

Company Complaining About: Frontier Communications

Description

I am having constant issues with Frontier Communications. They have no called no showed on numerous tickets. I am having constant speed issues with them, getting less that 25% of their advertised speed.

[Ticket: # 762479 - Speeds dropping below half what we are paying for](#)

Date: 1/19/2016 8:57:52 PM

City/State/Zip: Burlington, Wisconsin 53105

Company Complaining About: Charter

Description

On 1-14-2016 We called charter after running a speed test on Speedtest.net and getting 22mbps. After taking charters speed test they claimed we were getting 30mbps. After having a technician come out on 1-18-2016 our speeds improved but today 1-19-2016 our speeds have dropped to 12mbps by speedtest.net tests. Charter speed test claims we are getting 25mbps. This is false advertising as we are paying for 60 mbps and not even getting HALF the advertised speed.

Ticket: # 762743 - Internet Connection Speeds**Date:** 1/20/2016 2:12:13 AM**City/State/Zip:** Winston Salem, North Carolina 27127**Company Complaining About:** Time Warner

Description

I reopened an account with Time Warner Cable in 2014 after being told that things had changed. I signed up for their extreme internet along with alarm system, cable, and phone service and was told that my price would be right at \$100. Within 3 months I was paying over \$130. I filed a complaint and was contacted by a CSR who assured me that everything would be taken care of. They convinced me to stay until christmas of 2015 and offered me price breaks to do so, but insisted that the service would be as expected. Throughout 2015 my internet only got slower and would even cut out intermittently. I called several times, chatted with reps, and even had techs come out to my house. My service remained poor throughout 2015. I clocked the upload and download speeds throughout the year at no higher than 9mbs/d and 3mbs/up which were about a third of their advertised speeds for the extreme service. They recently disconnected my service and when I attempted to re explain the situation was told that I could not receive phone support concerning the issue until I paid my bill. She also explained that I could file an online complaint over the internet (which they just disconnected). Time Warner is the only internet option on my street. I feel like they are taking advantage of that fact and providing poor service without any available recourse.

Ticket: # 770507 - Slow speed and misleading advertisements**Date:** 1/24/2016 2:04:12 AM**City/State/Zip:** Corsicana, Texas 75110**Company Complaining About:** Northland Communications

Description

To whom it may concern,

My name is (b) (6), filing a complaint on behalf and with my father (b) (6). He is a subscriber to Northland Communication's internet service in the city of Corsicana, Texas. Recently in the area there has been a degradation of service occurring in which internet speeds drop over 80% of advertised speeds for 5 to 6 hours at a time. I have attached an example of the internet speed which shows a 2mbps download down from the 24mbps service paid for. Upon searching for technical assistance on their website, <http://www.yournorthland.com/corsicana/internet/> I found they are advertising their residential internet service as fiber optic. However, the service is clearly coming through old copper lines ran to households which I feel is misleading to potential or otherwise knowledgeable customers. This issue with intermittent speed drops has been ongoing for over 6 months, and when the last cable technician came out to upgrade our internet speed everything was fine for only one day. After the first day the performance began to randomly drop again leading to this complaint. Northland Communication is the only option for cable internet in the region aside from wireless internet or AT&T DSL which have spotty availability at best.

Ticket: # 771058 - Unreliable service and speeds

Date: 1/24/2016 11:18:31 PM

City/State/Zip: Naperville, Illinois 60565

Company Complaining About: Comcast

Description

Over the past year, I have been a Comcast customer using 50mb/s and 75mb/s services respectively. Throughout that time, I was never getting the advertised speeds. Multiple technician visits and countless hours with technical support have never resolved anything. At a certain point in time, my home was trashed by one of the technicians to which Comcast owned up. I was told it was some lines that were very old and had to be replaced. The issue had not been fixed and Comcast offered a 75mb/s internet for the price of 50. Unfortunately, that was short lived. Few months later, I began being charged the fee for the 75mb/s service.

Just today, I called Comcast Customer Care to file complaint about internet speeds averaging 2-5mb/s for the past week. The technician had me go through the same ordeal, then connected me to a supervisor, whom didn't even introduce herself, just told me that they will be cancelling my service. When I notified them that this wasn't the reason for a transfer, I was put on hold for over 15mins, then Comcast hung up on me. As I am writing this, I am back on the phone with Comcast to rectify the situation, but they're being very reluctant.

Ticket: # 775495 - Internet Carrier in Rual Area Not Delivering Service

Date: 1/27/2016 12:20:06 AM

City/State/Zip: Montpelier, Virginia 23192

Company Complaining About: Centurylink

Description

CenturyLink is the single land based "High-Speed" internet carrier in the area. They continue to advertise and sell internet service while failing to deliver reasonably consistent and advertised speeds to existing customers. They have claimed band-width exhaustion for the past year yet continue business as usual. Their promises of improved service has not materialized. Many people in my area have spent countless hours on the phone with the company. We've had enough, it has come to this. Please assist.

Ticket: # 776238 - Not as advertised

Date: 1/27/2016 1:46:22 PM

City/State/Zip: Lapine, Oregon 97739

Company Complaining About: Centurylink

Description

I have been paying for service I am not receiving. CenturyLink is has been charging me extra money for almost two years for a higher speed connection. They have never reached their advertised speed despite numerous complaints. They keep me on the phone for hours trouble shooting my service. I have come to find out that the problem lies in the fact they have allowed too many people to sign up for very limited bandwidth. I want a refund for the extra money I have spent on the so called higher speed service. I also want them to upgrade their lines and STOP ripping every in my area off. Many of my neighbors have the same complaint as mine. Please do something.

Thank you

Ticket: # 777693 - Comcast Internet Speeds**Date:** 1/27/2016 10:46:18 PM**City/State/Zip:** Baltimore, Maryland 21210**Company Complaining About:** Comcast

Description

I have reached out to Comcast on several occasions regarding my internet package that I have been paying for for over 6 months. The advertised speed was 150 mbps. On multiple speed tests with multiple servers I was getting around 10-20 mbps on every test. Now that my internet speed has been reduced to 75 mbps, I am receiving about 4-7 mbps on the speed tests. Comcast claims that wifi will degrade the signal, but it seems highly unlikely that it would reduce it by 90-95%.

Ticket: # 779905 - Unacceptable Performance Loss in Evenings

Date: 1/28/2016 9:12:22 PM

City/State/Zip: Wintersville, Ohio 43953

Company Complaining About: Comcast

Description

Since the start of the new year, our internet performance has dropped to unusable levels in the evenings. Through most of the day we get about 90-100mbps which is most of our advertised speeds (105mbps) down. However, in the evenings during "prime time" from about 7pm to 12am EST, though the time varies, this drops to as low as 5mbps, or less than 5% of the speed for which we pay.

This makes it completely impossible for us to stream any content. Which, of course, plays into Comcast's desire as a cable television provider. I suspect that this may even be intentional, especially given the timing. Regardless of whether this is due to malice or negligence, it is unacceptable.

It is worth noting that this started happening shortly after we received a notice that we must upgrade our fully functional and well within DOCSIS 3.0 spec modem (a Motorola SB6141) for no apparent reason other than Comcast says we need to. It is fully capable of supporting our speeds and well beyond.

Through municipal endorsed monopoly agreements which the FCC has allowed to occur, Comcast is our only realistic broadband option. Please do not allow them to continue this. Make them fix it.

[Ticket: # 780020 - Lower than Advertised Speeds.](#)

Date: 1/28/2016 10:42:32 PM

City/State/Zip: Wintersville, Ohio 43953

Company Complaining About: Comcast

Description

Our advertised speeds that we pay for is 105/10. However starting around the beginning of the year our download and upload speeds have really taken a hit. It is a ridiculous for how much we pay.

Ticket: # 781312 - Data cap charges applied without facts

Date: 1/29/2016 3:46:33 PM

City/State/Zip: Parma, Ohio 44134

Company Complaining About: Cox

Description

Provider: Cox communications

Type: Cable DCOIS 3.0

Cox communications implemented a data cap program last year and is now charging \$10 for every 50GB over the specified limit in the plan. My cap on my plan has changed multiple times over the past few months with NO notice or offer to change service.

I have no other reasonable choice for internet access as I need it for work. Cox has quite a monopoly and they can charge/do whatever they want. My cap used to be unlimited, then 1000GB, now it is 750GB, and I am paying more. They have done nothing to upgrade infrastructure.

I routinely do not receive advertised speeds and I am being charged with data overages based on total download/upload numbers that they collect.

Access to internet should be treated as a utility as many of the lines on poles/in-ground are in utility areas anyway.

Ticket: # 783283 - century link dsl

Date: 1/30/2016 10:40:12 PM

City/State/Zip: Montpelier, Virginia 23192

Company Complaining About: Centurylink

Description

I continue to have slow internet through Century Link (in Montpelier Virginia). I pay extra for 3Mbps but routinely receive lower speeds (currently is 0.98 Mbps), especially on nights and weekends. In the last 2 weeks I have had numerous times where I cannot even get google to load! I have contacted this company by phone and e-mail on numerous occasions. I am told a variety of reasons, such as insufficient capacity in my area. I am also told they are not required to deliver but 80% of the advertised speed (but I frequently get less than 80%). In addition my neighbors in my local community also experience slow speeds, and thus we all believe this is a pattern of overselling capacity and not providing the level of service charged to customers. I would greatly appreciate any assistance the FCC can provide in either helping me get a refund for the extra money I pay for higher speeds (but do not receive) and to prevent this company from falsely advertising speeds they cannot deliver. Even if you cannot help me as an individual, I would appreciate some investigation into the services being provided in the Montpelier Virginia area.

Ticket: # 783879 - False speed advertising and unreliable service

Date: 1/31/2016 9:33:50 PM

City/State/Zip: Uniontown, Pennsylvania 15401

Company Complaining About: Atlantic Broadband

Description

Atlantic Broadband sells 120 mbit internet, that more often than not is unable to reach even half of the advertised speed. In addition their network can not maintain a stable connection, often resulting in dropped packets and unacceptable packet time variance. Resulting in a internet connection that is virtually unusable for tasks requiring a stable connection.

This is a ongoing issue. And as a customer I have constantly notified them of these issues and only get the standard we put a ticket in, we are working on it, or it has been fixed response. In the last year this issues has plagued 11 of the 12 months. I am not counting the years past.

This is not the first complaint I have filed for this.

I have proof of these ongoing issues.

[Ticket: # 785019 - false advertisement for internet speeds](#)

Date: 2/1/2016 3:32:51 PM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Your Karma

Description

I ordered Karma Go off of a facebook ad and the advertised speeds were up to 5mb/s, but I never got above 500kb/s on speed tests with full signal strength. They sent an email saying they were going to throttle the service down to 2.5mb/s for all customers, yet they still advertise the 5mb/s on their website.

A lot of people are upset on facebook and on consumer report websites.

Ticket: # 790977 - Comcast Internet Throttling**Date:** 2/4/2016 12:48:04 AM**City/State/Zip:** Delray Beach, Florida 33445**Company Complaining About:** Comcast

Description

I am paying for the 25Mb/s tier and not receiving anywhere near that. <http://www.speedtest.net/my-result/5056151023> <http://www.speedtest.net/my-result/5056164739> <http://www.speedtest.net/my-result/5056167339> <http://www.speedtest.net/my-result/5056169549> The speeds are so off the mark it is insane. This issue is consistently a problem. The humorous thing is even xfinity.com loads slowly and that is part of their own network. The peak download speed for any service I use is always under 4 MB/s. For example I purchased XCOM: Enemy Unknown on steam and the game is a massive 16GB, yet I cannot receive it at advertised speeds of 25, it peaks at 3.6Mb/s. I am sure it could be their servers, yet getting updates from Guild Wars 2 are equally throttled to the same speed. In fact running a speed test against Comcast's servers in Miami through speedtest.net even limits to about 4Mb/s (as can be seen in the last test linked).

I attempted to discuss the issue with a service representative however their chat system seems to be non functional. This is the message I receive when filling out their chat form, submitting it and it posting to this URL

A484281053818B822BF2341F887225CD921FD928837BE10F2CD54E879E6C32029664B943AB60
D93A214ADD37253D8ECD48CD673B089BF3743CCD774B9D4E1358DB9F770D22A0A406A7BD8
FEE29696639F19AEF2BED657CDC6A9410FC715F2FCCCB7EA56013A6B9819A67FF738B8A95B
C0C641D90E778B8E517561F620E8C164910E935EF457789C8C9302FB8E688CA74FACD510A4D
12BFE5BAC36A04837822D733A71C4206971696D1E273D0EFF5ED7E983393C66A59B44B195D4
01B96AEAEEB86957E9B107216497A1D03AF76CBAE207996B1AE72F516C3E27F411D841CD6D
8592FD298E3E437A1BCF28354E724CDE1B6D23D098CD0FDC37D68BEA7E138401F0F2A42808
6CF91402046FCEC82BEEBAE1723E0CEFC27373FE9B1AC64A3A1519A85B846676906FC50B91
F72D404E732

Server Error

404 - File or directory not found.

The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.

I also do not want to chat with them over the phone because I'd like records of my contact with them.

Ticket: # 789157 - Fair Point Communications**Date:** 2/3/2016 1:24:01 PM**City/State/Zip:** Leipsic, Ohio 45856**Company Complaining About:** Fairpoint

Description

Fair Point Communications specifically in northwest Ohio providing coverage in Leipsic OH is providing less than 50% of the advertised speeds. We are paying for 14mb and sometimes we are lucky to hit 5mb, we also have frequent outages during the workday. I usually work from home, but recently the Internet service has been so bad I have had to drive into the office 2 hours away. There is no competition in our market and are under a monopoly which is beyond frustrating and some action needs done. I am looking to the FCC to investigate these matters and resolve these issues.

Ticket: # 791353 - Comcast "Customer Trials"

Date: 2/4/2016 11:36:04 AM

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

Their new "data plan" (also known as a data cap to anyone that isn't a money hungry sleaze), is a "consumer trial" that has been going on in my city for years. It has no opt-out, despite being a trial. Now Comcast offers an "Unlimited Data Option" which is also a "consumer trial". Surprise, surprise. This one can be opted out of or cancelled at any time.

This is egregious misuse of their monopoly on the market for high speed internet in my area in order to extort customers for more money by choking their data usage.

Not to mention, the advertised speeds up to 75Meg are a joke. I hardly ever break past 35, and in the past year have never been over 40. That's like selling someone a Geo Metro and telling them that it can go 150 MPH!

Ticket: # 792783 - Internet speed**Date:** 2/4/2016 5:13:30 PM**City/State/Zip:** Nolensville, Tennessee 37135**Company Complaining About:** Access Media 3

Description

Access Media 3 (AM3) provides bundled services to my community including internet service. I moved in and started paying for these services 3/2013.

The advertised speed for a base package in my community is 15 mbs. I have been receiving less than 5 mbps download speed even during "off" hours. I have had a technician to my home on several occasions to check my service and ensure my router is working properly. Each time I was told that it was working properly and the property is pulling too much bandwidth to keep up with demand. On 2/1/16 a tech again came to my house to check my internet as the internet speed suddenly worsened early January with download speeds averaging around 1 mbps in my home. He stated that 4 mbps was considered "good" as the community was slated for 5 mbps. I asked him to check with AM3 because I remembered it being closer to 10 on their website. He called AM3, the person on the phone confirmed that the community is supposed to receive 10 mbps, and they both assured me that everything in my home was working properly that the demand was just too high at 3 o'clock in the afternoon to get more than 4 mbps. The following day the same tech along with another who services the property returned to install a cable box. I asked Tech #2 about my internet problems, showed him my speed test results from as far back as 7/2015 and he stated, "I guarantee your box outside is set to only receive 5 mbps." He got several numbers off of that box and called AM3, confirmed the setting into my house would only receive 5 mbps and had that increased to 10 within less than a minute. Later that evening I checked our community page via AM3's website to find out that our base service is actually 15 mbps. I have been paying for 15 mbps download speed since 3/2013 and unable to receive more than 5 due to a setting on AM3's equipment. I am now able to get 8 mbps but it is still not set to receive 15.

After several minutes discussion with that tech, who has serviced the property for over 3 years he confided that even if all of the homes in the community were set to receive 15 mbps the currently installed equipment would never be able to provide those speeds. It was installed in 2006 and never updated. When AM3 has been contacted by other community members they have been told upgrades "are coming" but AM3 will not provide any information other than that regarding upgrades. Also, two neighbors are paying extra for upgraded internet and when I spoke with a customer service rep last week they stated our property did not have the option for upgrading internet service.

Ticket: # 815686 - Broadstar

Date: 2/17/2016 10:13:33 AM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Broadstar Cable

Description

Below is a summary email that I sent to Broadstar (<http://www.broadstar.com/contact.php>) recently. At your request I can provide numerous email chains as well as pictures dating back to May '15 in regards to the poor quality of service provided by Broadstar. The advertised speed is 100 mb down speed but I average 2mb and max out at 10 mb down (I'm the IT guy for my company so I somewhat know what I'm doing). Broadstar has (1) technician for all of Georgia and can take up to 2 weeks before they are able to provide support. After several months of bimonthly (2x a month) visits from their local tech, Nick, I developed a professional relationship with Nick and he has informed me on several occasions that Broadstar's corporate office is well aware of the faulty wiring at the property but does not plan on making any corrections (the local tech's exact words were, " they are too cheap to do anything about it"). There are numerous complaints from other residents on the property message board as well as reviews about the property. Please do not hesitate to contact me if you require any assistance or any additional information.

Summary email sent 2 weeks ago to Broadstar's mid level execs that I have not heard back from:

Since moving into Bryson Square last May I have had nothing but continuous problems with cable and internet from Broadstar. Every other week I am on the phone with customer service or the local tech, Nick, helping resolve an outage in my unit. I would have switched to any other provider a long time ago but unfortunately that is not an option at this property.

Earlier this afternoon, I spent nearly an hour on the phone with multiple customer support representatives because our internet service was maxing out at 2mb down-speed (wired to the modem) when I pay for 100 mb down. Please reference attached picture. Since I work from home often it is imperative that I have a consistent internet connection for work which is why I pay the premium for 100 mb down-speed. Earlier tonight I missed my 5th deadline for work since May due to the internet failing here. I frequently have to drive down the street to a coffee shop or my girlfriend's place just so that i have a connection to make work deadlines. Please clarify to me why I pay for a service that I do not receive.

I intend to file a complaint against you with the Better Business Bureau. I also intend to contact Consumer Investigator Dale Cardwell about your poor business practices and terrible customer support with the exception of Nick, who has been extremely helpful but unfortunately cannot fix the constantly reoccurring issues alone. I work for a national multifamily developer and I will ensure that our Property Management team knows the level of poor quality of service and unreliable product.

For reference, I had to use my phone as a hot spot just to send this email.

Ticket: # 811403 - Comcast Internet Speeds Less than Half of Promised Speed**Date:** 2/15/2016 1:42:22 PM**City/State/Zip:** San Francisco, California 94122**Company Complaining About:** Comcast

Description

I am currently on the 3rd month of my Comcast internet contract. When I signed up for the service beginning on 12/15/15, I spoke with a sales representative over the phone who described the different plans for me. I selected the Performance package which he said would give me 25mbps for \$29.99 per month for 12 months. I verbally confirmed several times with him the speed and the price. 25mbps, \$29.99 per month.

I have been experiencing slow speeds ever since the service began. Only recently did I decide to run a speed test myself online to verify that they were providing me with the advertised speeds. Over the past week I have run dozens of speed tests at various times during the day. My speeds have ranged from 2mbps to 12mbps. This is not even half of what I am supposedly paying for.

I called up Comcast support over the phone on 2/12/16 and described my problem to the representative. She confirmed for me that I should be receiving 25mbps with my current plan, and that she could not see any issues on the provider's side that would be limiting the speed. She scheduled for a technician visit to check for issues.

A technician arrived today 2/15/16 to check for problems. He did not identify any hardware issues, but did inform me that his records show my current plan to be "Performance Starter", which is actually a 10mpbs plan in the state of California where I live. He said that Comcast also has another plan called "Performance 25" which is 25mbps, but the plan on my account is shown as the 10mpbs plan. During my past phone conversations with the company, no one ever told me that they had more than one tier of "performance" internet. The speeds do not show up on my bill, so if the technician had not told me that I was signed up for a slower internet, I would never have found out on my own.

Ticket: # 812607 - False advertised internet speeds

Date: 2/15/2016 10:12:07 PM

City/State/Zip: Red Hook, New York 10007

Company Complaining About: Frontier Communications

Description

Frontier telecoms is falsely claiming to sell high speed internet service In my area. I was told that I would purchase 6mbps of high speed internet service however the service base on my tests is running at 3-4% of the advertised speed (220-300 Kbps vs 6 Mbps). Frontier technical support and customer service have been unable to help and non responsive. Given frontier is a monopoly in my rural area, I am not surprised at their lack of responsiveness. As a rural customer I have no other service choice and the CAFE proceeds and other governmental subsidies rural telcos (RLECs) receive are not being used to improve the experiences of rural customers such as myself. I would like the FcC to be more proactive and help rural customers like myself get access to good internet access and push companies that receive government subsidies to actually use that to improve rural access to the Internet instead of promising high speed internet at expensive prices only to receive non working service. By comparison urban telcos such as Verizon charge \$50-75/mth for 100mpbs of internet service, versus \$50/Mth that rural telcos charge for 6mbps which turns out to be 0.2mbps IF IT works. Please help!!!!

Ticket: # 821970 - Frontier Advertised that i could get up to 6MB service, at less than 1MB

Date: 2/19/2016 4:51:17 PM

City/State/Zip: Wells, Minnesota 56097

Company Complaining About: Frontier Communications

Description

I recently moved to a new area and called the local ISP to sign up for service at my home. I was promised after giving my address that near 6MB service would be no problem. I got hooked up and starting testing my speeds and I found that I was not even at 1MB and I had severe packet loss creating a connection that is no better than dialup! I called in a repair ticket and was called by a tech explaining that I was in a market that did not have a lot people and so Frontier has no plans on spending more money to provide the bandwidth needed to meet the advertised speeds in the area.

Ticket: # 831772 - Cox Internet continual failure to provide service**Date:** 2/24/2016 10:35:30 PM**City/State/Zip:** Moore, Oklahoma 73160**Company Complaining About:** Cox

Description

My subdivision in Moore, OK has not been provided even half the advertised speeds since November of last year. Most of us pay for between 50 and 200 mbit connections, but we are provided only up to 20 in many cases, which is below their lowest package and does not meet even 1/2 of it's speeds. Some of us as as low as 2mbit on a 200mbit connection costing \$80/mo. The issue is affecting an area consisting of over 700 homes. Cox refuses to refund most of us, but a few have managed to get full account refunds for a year's service due to contacting lawyers. However when we try to contact their legal department, it provides another number which, when called, provides the previous- an endless cycle, with noone to contact. The issue has been identified numerous times as different problems, but the symptoms do not change and are never resolved, even temporarily. I personally have had 16 technicians out to our home to replace everything multiple times, re-run new lines, etc. But the issue is at the mainline which Cox has confirmed with us multiple times at multiple levels they do not have any technicians to work on. Packet loss ranged from 1% to 70% (anything above 3% is largely unuseable even for basic browsing and email). The QAM256 technology typically allocated 16 down channels, which they do, but the top 4 are dead lines, causing the problems as the signal is split across these 16 lanes- to put it simply, 1/4 of all the data is lost. This is not remotely typical process as most ISPs, even notorious ones like Comcast, can maintain <1% packet loss. This problem includes internet, television, and phone. Some customers have been unable to use their phone, including emergency services, reliably since november. The entire neighborhood has begun a campaign to have this reported in news media, and possibly file class action against Cox. We simply want this vicious company to provide 1/2 of what they promise and guarantee, or issue refunds if they do not. Ideally, we'd like working internet.

Ticket: # 838139 - Wireless Internet**Date:** 2/28/2016 8:50:28 PM**City/State/Zip:** Cheboygan, Michigan 49721**Company Complaining About:** Airnorth Communications, Inc.

Description

I am writing this complaint to you on behalf of a number of my neighbors and myself who are experiencing inconsistent, slow wireless internet. I have been a customer of our local wireless internet provider (previously MiLakes) now known as AirNorth since 2011. As of June 18th, 2014, following several months of negotiation and forward business strategy, AirNorth Communications, Inc. officially acquired the customers and assets of MI Lakes Wireless, LLC. AirNorth applied for FCC Broadband Experiment Rural grants and were a provisional winner in the approximate amount of 2.4 million dollars. At the end of October 2014 AirNorth announced that the previous founders of MiLakes had left the company. Starting in approximately February of 2015 AirNorth was plagued with severe service reliability issues, outages sometimes lasting for days, partially due to knowledge deficit of their network, not having the previous owners knowledge and ability to add new customers properly to the network and to maintain the network infrastructure. AirNorth made equipment upgrades around the middle of July 2015. On December 1, 2015 AirNorth raised the rates for the 4mb data plan from \$40 a month to \$54.95 to help pay for the equipment expenses. This price increase was unreasonable because a lot of customers (especially in my neighborhood including myself) continued to receive much less than the stated 4mb download speeds. I do know people that are on different access points of the network than me and they receive consistent, advertised speeds. I have a clear visual shot of the broadcast tower less than ½ mile away and if one part of the network can be balanced to deliver consistent speeds mine should be the same. Once again I tried to communicate with AirNorth to see what could be done about the slow internet especially in the evenings, weekends and holidays. A few times recently they said adjustments were made to my radio equipment but there has been no consistent improvement. My most recent email to them of a week ago has gone unanswered with continuing slow speeds. I have additional speed tests over the months to prove my actual speeds that I can achieve should you require them. I do not know what else to do at this point but to contact you to hopefully resolve the issue.

Ticket: # 840238 - Terrible Internet Speeds NO Alternatives

Date: 2/29/2016 8:14:00 PM

City/State/Zip: Dallas, Texas 75204

Company Complaining About: Time Warner

Description

Sirs/Madams-

I am writing to you in complaint of the disturbingly lackluster Internet throughput I am experiencing with time warner cable. I have contacted them on numerous occasions to rectify the situation of their shoddy equipment supplied and egregious fees for leasing it monthly basis. The advertised speeds which led me to choose them as my Internet provider, in addition to lack of alternative choices, are a complete fabrication or technically correct but not actually attainable. Bandwidth throttling is just a bait and switch. I feel I have no other option please help.

(b) (6)

Dallas Texas

Ticket: # 841790 - AT&T UVerse Reliability and False Speed Claims

Date: 3/1/2016 4:46:41 PM

City/State/Zip: Parma, Ohio 44129

Company Complaining About: AT&T

Description

This complaint deals with the reliability of my AT&T UVerse Broadband Internet service and the possible speeds my provider advertised.

I had originally subscribed to the service in September of 2015. Through an AT&T agent, I was informed the 40 mbps service was available to my house, so I choose to subscribe to the plan. AT&T then sent out an agent to install my service and ensure everything was working properly.

Since I began my service contract with AT&T, my Internet service has been down and unavailable for 24-48 hours periods on a total of four occasions, all happening within the past two months. Each time, AT&T has sent over a technician who had to perform repairs before my service resumed. AT&T claimed that I would be compensated for the time the internet has been unavailable, which has not yet happened.

My second complaint deals with the speeds claimed by AT&T. The service contract claims that I will be able to achieve speeds up to 45 mbps. Using Internet speed tests, I have not been able to achieve anything close to even half of the advertised speed.

After the most recent downtime, I noticed that AT&T had changed my service plan to their 24 mbps service. When I inquired to AT&T for an explanation to the change in service (which had happened without AT&T informing me), they informed me that my house was not set up to receive their 45 mbps service. This means that AT&T had been charging me for a service that I could not receive for approximately six months. AT&T had not offered any form of compensation for the incorrect service.

Given these difficulties in using my Internet service and AT&T's misleading claims, I was wondering if there is any way for the FCC to be involved to aid in making AT&T provide reliable, honest service.

Thank you.

[Ticket: # 860834 - Average speed much lower than advertised.](#)

Date: 3/12/2016 6:37:01 PM

City/State/Zip: Chestertown, Maryland 21620

Company Complaining About: Atlantic Broadband

Description

The only time that the advertised speed is late at night, from about 3pm to around 11pm the speeds measured by the bcc speed test is 2-5.6Mbps. The advertised speed is 60Mbps I have called service many times. This has gone on for years there is no good option here.

Ticket: # 860970 - Comcast Blast Service - Not Receiving Advertised Speeds

Date: 3/13/2016 3:59:49 AM

City/State/Zip: Lexington, Massachusetts 02421

Company Complaining About: Comcast

Description

I am writing because I have had a persistent issue with Comcast Xfinity internet, in particular extremely slow download speeds.

The issue began in January - download speeds for files were approximately 1mb/s, while our internet package advertised speeds of 25mb/s. I contacted comcast to resolve it. They advised that my modem was "end of life." As per their suggestion, I upgraded my modem, and also upgraded my internet service speed to "Blast" which advertises up to 150 mb/s.

After upgrading, I am still receiving the same slow download speeds (approximately 1mb/s). I have contacted technical support for comcast - I provided all due diligence to try to trouble shoot the problem as they advised. After more than 4 hours of support with comxast the issue was still not resolved and I am still receiving substantially slower than advertised internet speeds.

I requested multiple times for them to send a technician to our location - they did not reply to that request.

Online speed tests have varied - sometimes they report 8mb/s downloads - sometime they report 15 mb/s download, other times they report in excess of 150 mb/s download. Regardless of these tests, the actual download speed I am receiving is significantly less than even the slowest test. - I have attached screenshots of tests taken 3-12-16.

I would like to have this resolved so that I am receiving the internet speed that is advertised and that I am paying for.

Thank You

Ticket: # 869106 - Comcast Business internet speed throttling

Date: 3/21/2016 2:12:57 AM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

I primarily work from Home, and i also run a small business. Having a fast, reliable internet connection is vital to me getting work done and running my small business.

I am currently a customer of Comcast Business, and for a little over 6 weeks now, i have been constantly having issues in regards to the reliability of my internet speed.

My speeds are constantly dropping to single digits at varying times of the day, with the severe speed drop lasting hours at a time. From the average speed of 89Mbps downlink and 19Mbps uplink, down to 4Mbps downlink and 0.3Mbps uplink.

On numerous occasion, i have had to stop working for a few hours till the speeds come back up, and recently was unable to meet a targeted project deadline.

I have called Comcast numerous seeking a fix for this severe internet speed drop. Comcast technical help over the phone has been given the same scripted troubleshooting responses, to the point that i know it by heart. They have also sent in a technician, who upon leaving claimed the issue had been fixed, but alas, it has not. At this point, each call to Comcast can be likened to pulling teeth, and i feel like i am being given the run around.

How is it that i am paying for service, yet i am not receiving the service that was promised in the contract? Why do i get the impression that Comcast can't be bothered in regards to my issue as long as they keep receiving my service payments.

I have read accusations of deliberate speed throttling from Comcast on numerous message boards online. I have also read accusations of customers being penalized for using a modem as opposed to the Comcast Gateway device. Another accusations i came across is the issue severe network congestion on Comcast internet services at specific times of the day, with Comcast failing to inform and set the right expectations to business customers in regards to possible network congestion issues.

Please FCC, could you take a look at this. If Comcast is unable to meet the advertised speed and service reliability that swayed me into choosing them as my internet service provider as opposed to another competitor, then i should be allowed to terminate the contract i have with Comcast and seek internet service from another internet service provider.

[Ticket: # 866055 - Poor speeds](#)

Date: 3/18/2016 10:34:05 AM

City/State/Zip: Austin, Texas 78745

Company Complaining About: AT&T

Description

When using "official" AT&T speed tests, I am able to get the speeds advertised. But when using any real world internet usage, I get only a fraction of the advertised speed. I've called over and over, had technicians to my home, and they are unable to resolve. I believe this is chiefly due to two facts: the copper in my neighborhood is old and requires replacement, and AT&T is still throttling at cross-connects. When I cannot watch Netflix in HD when I'm paying \$70/month for "broadband" I think it's a little ridiculous.

Ticket: # 866837 - Comcast - Worst Company Ever

Date: 3/18/2016 3:13:32 PM

City/State/Zip: Longmont, Colorado 80503

Company Complaining About: Comcast

Description

I am a comcast customer. I have been lied to numerous times by every single representative I have spoke with. No one can provide me with real reasons why I don't get close to advertised speeds. Prices are not competitive with other options coming to area. Cannot be provided with any resolution in terms of proper bill credits or speed increases to get actual advertised speeds. I am also experiencing issues with net neutrality. Depending on the type of usage I experience serious speed and quality issues. Mostly experiencing these issues when using streaming services such as netflix or youtube. Customer service and tech support are ineffectual in resolving any issues and constantly lie about service issues. It is clear that my neighborhood experiences a shared connection when the advertised speeds are supposed to be individual speeds. It seems as though comcast may implement some sort of data cap as though cable internet data is a billable utility such as water or natural gas. I am lied to about pricing and structuring of pricing, I was lied to about being able to receive the latest model of rental equipment from the company (being forced to rent low quality end of life equipment currently), and have not received any sort of positive notion that anything will be resolved by them.

Ticket: # 870459 - Comcast Baith and Switch

Date: 3/21/2016 4:46:21 PM

City/State/Zip: Sterling, Virginia 20164-3311

Company Complaining About: Comcast

Description

Comcast offered a particular slate of channels plus a rated speed for internet access for \$55 per month. After service was ordered and activated, the slate of channels is actually just broadcast (OTA) TV service and the internet speed was one-third the advertised speed. Comcast corrected the internet speed - but Comcast will not correct the available channel selection unless I pay almost double the advertised price.

On the website page soliciting my service, the channels are described as "45+" with a link "View Lineup". The smallest list is called "Digital Starter". The package Comcast actually provisioned is called "Digital Economy" and it is not on the "View Lineup" list.

What Comcast sold me is antenna TV and a \$10 per month fee for a set-top box, plus internet access. This is not what they advertised.

Also, the account number that Comcast printed on my receipt is NOT my account number. The printed number is (b) (6) [REDACTED]. The actual number is (b) (6) [REDACTED]. A small annoyance EXCEPT Comcast telephone reps insisted that a tech would need to visit my home to correct my failed self-install. There was no failure. If a tech had come to my house, it is reasonable to conclude that Comcast would have billed me for an installation charge. The Comcast practice of wilfully misprinting the account number is a form of attempted theft.

Lastly, Comcast is billing me for three days of service that I did not enjoy because of their failure to deliver the correct internet speed and the invalid account number prevented me from using any online services that I paid for, in particular, viewing NCAA Final Four basketball.

Ticket: # 871253 - Internet Data Speeds**Date:** 3/22/2016 9:05:06 AM**City/State/Zip:** Wilton Manors, Florida 33311**Company Complaining About:** Comcast

Description

This is my second complaint to the FCC. Comcast/Xfinity said they fixed my last issue when in fact they did not. Since the last complaint filed my data speeds are much lower than what I pay for. Additionally the homeowners on our street all compared Xfinitys advertised speeds and the speeds we pay for and all of us found we were not delivered the speeds advertised or paid for. I have had Comcast out to my my property at least once a month for the last 12 months and have been told "there is noise on the line". I have replaced ALL of my equipment several times and purchased the best equipment available and or sold or endorsed by Xfinity. Since I manage at least 25 residential units on my street I know there is a problem, tenants contact me on a daily basis asking what is wrong with the cable. Time after time after time we are told by repair crews that there is "line noise" and while there is that "noise" you will not get a steady, strong signal. Why are we paying for something we are not getting, in mass? Consumers are being cheated and the FCC is NOT doing your job!

Ticket: # 872089 - Charter Spectrum Internet

Date: 3/22/2016 2:23:57 PM

City/State/Zip: Faribault, Minnesota 55021

Company Complaining About: Charter

Description

Deceptive False Advertising . Claims made by the company about the speed of their internet service is false. The claim is "Fastest Internet Service STARTING at 60 mbps". The Truth - once connected to a Wi-Fi Router speeds are under 20 Mbps. They claim this information is in the user agreement fine print. The real Truth....you can get 60 Mbps IF your computer is connected directly to the modem via an Ethernet Cable. Charter completely leaves this information out of all advertising intentionally to deceive consumers into paying premium prices leading consumers to think they are getting 60 Mbps with their Wi-Fi. Seriously who uses a direct connection to the internet without Wi-Fi? Today I found out that you can pay even more money per month to rent "their New Wi-fi Service" which is also UNABLE to reach their advertised speeds. They claim this is all completely legal because of the fine print User Agreement stating you must connect directly to the modem in order to achieve the advertised speed. I pay \$60 a month and get less than 7 Mbps.

Ticket: # 873450 - Comcast xfinity internet speeds nowhere near advertised speeds

Date: 3/23/2016 1:53:50 AM

City/State/Zip: Santa Clara, California 95054

Company Complaining About: Comcast

Description

For the last 6 months I have been getting about 1/10th the internet speeds I pay for: ~10mbps vs my plan's 100mbps. This occurs only during the evenings. During the day I can actually achieve the advertised speeds. I have called customer service many times but all they tell me is that it's my equipment's fault. Obviously it cannot be the case when performance is fine other times. It is quite clear to me that Comcast's local networking equipment in my neighborhood is simply overloaded due to all residents using internet services such as Netflix etc.

Comcast phone representatives do not understand this, and just give me the runaround every time I complain. I would gladly switch providers if they didn't hold a monopoly on ISP in my area in Santa Clara CA. There are no other options.

It is my belief that Comcast refuses to upgrade their equipment in order to save money despite advertising a service they are incapable of delivering.

Ticket: # 884444 - ISP latency and speed issue

Date: 3/30/2016 12:09:18 AM

City/State/Zip: Ione, California 95640

Company Complaining About: Volcano Communications

Description

My previous ticket that I submitted was not resolved within the month of time that was given. In addition I asked called my ISP multiple times complaining about the latency(the time taken for a packet of information to go to the destination and back) only to be told they are about to turn on new hardware, but every time I called they just kept putting the date further back. Also I ran several speed tests to what rate I got and on some occasions it was less than 20% of the advertised speed. This issue only happens at night, during the day its fine to use, but since I'm gone most of the day and am only home at night this causes massive frustration trying to use any online application other than trying to read e-mails. I have included some screen shots of the speed tests, which includes the latency and jitter. Jitter is defined as the variation in the delay between packets. Also included is a trace route text that I gathered from the command prompt. To ensure it wasn't caused by other devices interfering I disabled the wifi and had only a desktop connected via Ethernet cable. Anyways thank you for your time.

Ticket: # 888188 - fios speed 1/2 as much as advertised and paid for

Date: 3/31/2016 4:09:06 PM

City/State/Zip: New York, New York, New York 10014

Company Complaining About: Verizon

Description

I have been paying for Verizon FIOS since July,2015. I was promised a speed of 50 mbps which is the advertised speed. I was told I would have no problem downloading shows on a smart tv that is 20 feet away. In fact, the speed that I was getting is so slow that my smart tv is useless. Additionally, the new iMac computer which sits right next to Verizon's wireless router takes forever to download a website and often stops. I finally had the time to contact Verizon repair on 3/28 and they did a speed test. I had a download speed of 22.75 and and upload speed of 24.35, both less than half the promised speed. Verizon claims that the speed is guaranteed only if the devices are wired to the router by an Ethernet cable. I informed them that their statement was both ridiculous and fraudulent. No one attaches a wireless device to an Ethernet cable and their advertisements say NOTHING about the necessity of tethering a wireless device to an Ethernet cable in order to get 50 mbps.

[Ticket: # 917585 - Re: ISP latency and speed issue](#)

Date: 4/16/2016 11:57:58 PM

City/State/Zip: Ione, California 95640

Company Complaining About: Volcano Communications

Description

This is a follow-up to your previous request #884444 "ISP latency and speed issue" Issue has been resolved. Both speed and latency are now within acceptable ranges. for speed this assumes at least 80% of advertised speed, and latency is under 100ms to first node in network at all times of the day

Ticket: # 903564 - Internet Speeds

Date: 4/9/2016 11:38:24 AM

City/State/Zip: Landrum, South Carolina 29356

Company Complaining About: Windstream Communications

Description

April 8, 2016

Windstream – False Advertising and Lies

Dear Members of the FCC,

I am filing this second complaint since I got absolutely no resolution from the first claim filed with the FCC. Windstream did respond and attached to the bottom of this email is the stream of email responses, none of these satisfactory in nature. The company has supplied a \$10.00 credit per month, but that merely means my bill went to the standard bill since I was paying an extra \$10.00 per month for faster speeds.

I have tested the download and upload speeds multiple times throughout the last two months and the average ping time if as astounding 850 to 2000 ms per ping. The download speed varies from 1.5 mbps to less than dialup of .25 mbps. The upload speeds top out at .50 mbps, which is as advertised but a majority of the time the speeds are below .25 mbps.

I use the internet to make a living and this company has blatantly lied to my face. They advertise for the service I am paying for at 10 mbps, I have never received anything close to that from the day the installer was here. I have a large issue paying so much for a service that is as close to free dialup speeds.

Below, please see the email stream. I am really want to sue these people for false advertising, fraud and simply being the worst internet provider taking advantage of the rural poor. I can afford the costs but others in my area are at a distinct disadvantage, especially the children, when providers like this over charge and underperform based upon their promises. One last item, you will see in the email stream their position, however during a recorded call a technician told me the company guarantees at least 50% service speed, which would be 5 mbps, but again have not seen that speed in over 7 months. I am writing because this company is taking advantage of people and that is simply unfair. They deserve to be shut down.

Thank you for your help in this matter,

(b) (6)

Email stream:

(b) (6)

I wanted to provide you an update. Our testing and turn up of the new equipment closer to your home failed testing. Once we have the issues fixed and I have a date on when we will cut you over to the new equipment I will let you know.

Thank you
Mollie

From: Chewning, Mollie Sent: Monday, March 21, 2016 4:30 PM To: (b) (6)
(b) (6) > Subject: RE: Internet Service

(b) (6) –

Our terms of service do not guarantee service.

[if !supportLists]• [endif]High-Speed Internet. High-Speed Internet Service is subject to the Broadband Network Statement. Customers must agree to all terms of service prior to installing and using this Service. Speeds are distance sensitive, and availability by address varies. We strive to provision the line up to the maximum speed required to support the qualified and subscribed Service, but actual speed and performance may vary based on factors such as the condition of wiring inside a specific location; customer proximity to equipment supporting the service; computer configuration; network or Internet congestion, particularly during peak hours very generally defined as 7p.m. – 11p.m. weeknights (peak hours may vary depending on the customer location); and the server speed of the websites accessed. We cannot guarantee speeds or uninterrupted error-free Service.

At the end of January, I explained we have an already in progress upgrade that should be completed within the next 60 days. I have received a few updates today and I am waiting to confirm our timeline is still to see project completion by the end of the month.

Thank you
Mollie

From: (b) (6) Sent: Monday, March 21, 2016 4:17 PM To: (b) (6) Subject: Re: Internet Service

Dear Mollie,

I have lost my patience many many months ago. Yes, your terms of service guarantee 60% of advertising speed, of which I am getting about 14%. So yes, you are violating your own terms of service. I thought you stated that everything would be done in two weeks? I do not see any equipment out here and all the lines are buried and nothing going on here. Please advise as your service is worthless at this point outside of some basic and I mean dial up speed basic service for which I am still billed over \$80.00 per month even after the whopping \$10 per month credit.

(b) (6)

On Mar 21, 2016, at 4:11 PM, Chewning, Mollie <Mollie.Chewning@windstream.com> wrote:

(b) (6)

We are still pushing these projects in Landrum as quickly as possible. Windstream's advertising and terms and conditions are located on our website and listed within your billing statement each month.

We are in the process of completing projects that will improve the service, there isn't much else that can be done unfortunately. I appreciate your patience with us.

Mollie

From: (b) (6)] Sent: Saturday, March 19, 2016 4:54 PM
To: Chewning, Mollie <Mollie.Chewning@windstream.com> Subject: Re: Internet Service

Ok Mollie,

It has been two weeks and the service is as slow as ever. I got your letter and the below email and well nothing. I cannot even download very basic websites but still paying a huge price for dial up speeds. Please advise or I am going to file another FTC complaint and as stated previously I will have to take what steps I can because of your company's true false advertising and fraudulent motives. Please advise ASAP.

Sincerely,

(b) (6)

On Mar 3, 2016, at 5:04 PM, Chewning, Mollie <Mollie.Chewning@windstream.com> wrote:

We have one piece of equipment ready for activation tomorrow, the rest of the sites closer to your home should be ready for activation next week.

The project is moving along and we are still targeting for you to see improved service by the end of the month.

From: Michelle Bertolini (b) (6) Sent: Thursday, March 03, 2016 8:45 AM
To: Chewning, Mollie Subject: Re: Internet Service

Any idea as to the date?

On Feb 29, 2016, at 6:13 PM, Chewning, Mollie <Mollie.Chewning@windstream.com> wrote:

(b) (6)

Until the network upgrades are completed the service may not improve. The support personnel are unable to improve the connection unfortunately.

I have asked for an update to the timeline on completion. I mentioned in late January we were out about 60 days for completion.

Thank you
Mollie

From: (b) (6)] Sent: Monday, February 29, 2016 5:22 PM
To: Karr, Amanda Cc: Chewning, Mollie Subject: Internet Service

Please advise. My service is now down to almost non existence. I have called a number of times and your people are little above worthless, all I get is apologies, but nothing more. This is ridiculous.

Dear Mollie,

I am getting to the point where I am still getting almost nothing now no matter what time of day or night. I have written your chief council's office, as well as the president and am getting ready to send every Board Member a letter regarding this issue. I am speaking for me and all the people you are charging \$54.99 for subpar service. I really do believe this is boarder line false advertising. Do you have any idea when the service will be back up to speed.

Sincerely,

(b) (6)

(b) (6)

Just one of many unhappy customers, but one willing to do something if necessary. The credits you gave are insufficient considering the slow slow slow speeds. This is close to dial up, which is pretty much free these days. I have been forced to use my phone as a hot spot for work since your service is so subpar.

On Jan 29, 2016, at 5:27 PM, Chewning, Mollie <Mollie.Chewning@windstream.com> wrote:

Happy Friday!

[Ticket: # 909764 - Suddenlink Internet Service](#)

Date: 4/13/2016 12:27:00 AM

City/State/Zip: Lindale, Texas 75771

Company Complaining About: Sudden Link

Description

Completely unnecessary data caps on internet services coupled with slower than advertised speeds and latency issues.

[Ticket: # 911584 - Comcast and their data cap.](#)

Date: 4/13/2016 5:39:42 PM

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

It's ridiculous that the data cap exists, and that I'm not even getting advertised speeds. There's no good reason for the cap to exist and evermore so that the cap is across the board the same. I don't pay more for faster speeds (that are often lower than advertised AND Unreliable at best), to just hit my data cap faster. I pay more so I can enjoy the advertised speeds and experience content faster, at a higher quality across multiple devices with as minimal an interruptions as possible. I decided to get a faster internet speed because I enjoy utilizing the internet, and NOT being cut off from it.

[Ticket: # 915613 - Overcharging](#)

Date: 4/15/2016 2:11:13 PM

City/State/Zip: Jasper, Georgia 30143

Company Complaining About: Tds

Description

Internet speed is too slow for billing at advertised rate, when attempting to downgrade my billing to match advertised speed, TDS refuses and wants to charge more for the slower speed

[Ticket: # 924428 - slower than advertised speeds/no service](#)

Date: 4/20/2016 4:32:22 PM

City/State/Zip: Seville, Ohio 44273

Company Complaining About: Frontier Communications

Description

Before I moved I made sure to check broadbandmap.gov, and call the service providers. My work and education depends on broadband. Now that I have purchased the home and had the service installed, I am getting 1.1Mbps, well below the advertised speeds, and below the threshold to be considered broadband.

[Ticket: # 924433 - slower than advertised speeds/no service](#)

Date: 4/20/2016 4:33:23 PM

City/State/Zip: Seville, Ohio 44273

Company Complaining About: Frontier Communications

Description

Before I moved I made sure to check broadbandmap.gov, and call the service providers. My work and education depends on broadband. Now that I have purchased the home and had the service installed, I am getting 1.1Mbps, well below the advertised speeds, and below the threshold to be considered broadband.

[Ticket: # 926655 - Internet speed manipulation](#)

Date: 4/21/2016 4:58:46 PM

City/State/Zip: Fowlerville, Michigan 48836

Company Complaining About: Wow

Description

I believe wow is using protocols to intentionally reduce provided internet speeds well below advertised speeds in order to reduce their costs. I pay for 30 m down, but routinely get less than 10 m until I perform multiple speed tests. Then my speed magically corrects itself for a short period of time.

Ticket: # 929442 - Failure to deliver advertised speeds

Date: 4/23/2016 10:11:40 AM

City/State/Zip: Clinton Township, Michigan 48038

Company Complaining About: Wide Open West! (wow!)

Description

I have been using Wide Open West Ultimate package for the past 2 years. I have made numerous complaints to Wide Open West about performance. Their option is to replace their gateway, router, and DVR boxes. This has happened 4 times in the last 24 months. The issues have never been resolved by replacing equipment. Advertised speed is 30 MB/s, I have never been able to reach over 5 MB/s downloads. Using speedtest.net shows 35 MB/s down, but TestMy.net and other sites rarely reach 15 MB/s. When I brought this to the attention of the rep on the phone, I was told the issues are with my home PCs and not their network. Since I use Linux at home, I was told they could not offer any support.

Ticket: # 930298 - Slow Speeds well below advertised and paid for speed

Date: 4/24/2016 10:46:22 AM

City/State/Zip: Havelock, North Carolina 28532

Company Complaining About: Time Warner

Description

Since contracting with Time Warner Cable for internet I have not received the advertised speed once. I have ran random interval speed tests utilizing NEUBOT since accessing service. I have complained about speeds verbally to the company but received no recourse.

While attempting to type this complaint my internet went out during the download speed portion of the speed test TWC provides via their website. When it came back up I took a screenshot to illustrate the vastly different speeds given in the results.

(see attachmenta for proof) Speeds in Mbit/s

Paid Speeds: Upload- 35 Mbit/s, Upload- 5 Mbit/s

Actual Speeds

Upload Speeds: avg- 14.18 Mbit/s, Max- 24.5, min- 1.4

Download Speeds: avg- 1.92 Mbit/s, Max- 2.48, min- 0.39

For the past 10 days I am getting intermittent connectivity issues. I am disconnected from the internet for no more than 10 minutes and am forced to restart my modem and router approximately every 2-3 hours.

Ticket: # 930498 - RE: [FCC Complaints] Re: Wireless Internet

Date: 4/24/2016 4:53:44 PM

City/State/Zip: Cheboygan, Michigan 49721

Company Complaining About: Airnorth Communications, Inc.

Description

This is a follow-up to your previous request #838139 "Wireless Internet"

Dear FCC,

I would like to address AirNorth's response to my complaint. 1) AirNorth states my poor connection speed is caused by being too close to the transmission tower with the signal shooting over my residence. This explanation does not take into account that my connection is very good and acceptable during non peak usage times. Please note the location of my house in relationship to the transmission tower does not change during these peak times [evenings, weekends and holidays] when speed is very poor (usually < 1.5 mb./sec. out of 4 mb.) so this has no bearing on the problem. 2) Attached are signatures of AirNorth customers within a good radius of the transmission tower in question. These residents are all further from the tower and in different directions than I so AirNorth's suggestion that the signal is going over my location reaching out to further away customers does not make sense. A very high number of their customers in my area are hugely dissatisfied with their service and AirNorth needs to recognize and correct the serious service problems they have in this neighborhood.

I would like the FCC to reconsider opening my complaint now that customer signatures have been obtained showing that there is nearly 100% of AirNorth customers in our particular area who are experiencing internet problems with this ISP. In my case with previously provided actual speed tests they should be capable to providing much more than only about 1/3 of the advertised speed during peak times.

(b) (6)

Ticket: # 930755 - slow internet speed

Date: 4/24/2016 11:39:08 PM

City/State/Zip: Elton, Louisiana 70532

Company Complaining About: Dish Network

Description

Dish Internet advertised speeds up to 15 mbps, for the "Best Satellite Internet " package. Had the service installed, the speed we were getting was nowhere near 15, it ranged from a low of less than 1 mbps to 7 and 8. Called Dish to complain, was told we should expect speeds of at least 85% of advertised speed, which would be 12.75 mbps. Dish asked if we would allow a installer to double check installation and verify satellite signal strength. We agreed. Installer checked our system, said everything was working at acceptable levels. Still no change to our speed, talked to someone at Dish ,was told we could not cancel contract, they do not gurantee 85% of advertised speed.On Dish's website they suggest running a speed test as part of troubleshooting tips, should verify 60% of advertised package speed. Locked in contract for product not performing as led to believe.

Ticket: # 935161 - Wide Open West internet speed

Date: 4/26/2016 7:22:18 PM

City/State/Zip: Harrison Township, Michigan 48045

Company Complaining About: Wow! Wowway.com

Description

I have been a Wide Open West subscriber for over 4 years and I have been complaining that their advertised speed of 30 Mbps is not the speed I was receiving at home. I was going to disconnect and I was told by WOW that WOW's modem was old and would not support the 30 Mbps speed. WOW replaced the modem and it went from 13 to 25 Mbps. I have been complaining for over 2 years and WOW has been telling me nothing was wrong. I would like to file a complaint that WOW should be investigated for not providing, updating modems or telling their customers they need to update rented equipment. Thanks

[Ticket: # 938024 - False advertising and low data caps](#)

Date: 4/28/2016 8:14:45 AM

City/State/Zip: Gulfport, Mississippi 39503

Company Complaining About: Cable One

Description

Cable one in my area receives speeds tremendously lower than advertised speeds while allowing us a very low data cap monthly. We have received multiple letters and communications threatening to cancel our service or to charge us increased prices without our consent. These communications have also threatened to cancel service due to data usage.

Ticket: # 942758 - False Advertising of internet speed packages

Date: 4/30/2016 11:18:12 AM

City/State/Zip: Grand Rapids, Michigan 49504

Company Complaining About: Comcast

Description

Recently used comcast.com to place an order for Internet Plus with Blast! for \$49.99/mo. Upon receiving service I did a speed test and found I was getting 25mb download speeds and .9mb upload speeds as shown here: (b) (6)

I used Comcast's customers service to make a complaint that I was not getting the advertised speeds and their sales rep told me they escalated my issue with reference number #(b) (6). I received a voicemail yesterday (attached) which informed me that my plan is only for performance 25mb internet and that they upgraded me as a one time offer, however I am still not getting the speeds as advertised on their website.

[Ticket: # 943515 - Frontier Throttling after FiOS takeover](#)

Date: 4/30/2016 10:23:27 PM

City/State/Zip: Tampa, Florida 33629

Company Complaining About: Frontier Communications

Description

When Verizon was running my internet I was getting my advertised speeds. Since the day Frontier has taken over, I have been showing speeds of around half what I pay for.

Ticket: # 943820 - Windstream Communications Springville, AL

Date: 5/1/2016 2:40:30 PM

City/State/Zip: Springville, Alabama 35147

Company Complaining About: Windstream Communications

Description

I am familiar with QoS complaints as I too work in the communication industry. Windstream owns a monopoly on this neighborhood because other providers are not available.

Most members of my neighborhood pay for the 24 Mb service, in which 8-9 is received and those who pay for the 12Mb service are likely to receive 1.25 Mb. We sometimes go 3-4 days without Internet and are always told it's plant issues.

The problem does not lie in the mean of transportation to the house ; however, it lies in their CMTS and available fiber / twisted pair for the area.

We all have complained to local media and FCC and nothing has been done about it. We are all locked in 2 year contracts and have no other option. If they provide a service it should be available 90% of the time with at least 60% of the advertised speed, but that is not the case.

I work for a communications company and I know the expectations the FCC and our customers have for us.

Windstream needs to address these issues and quit acting as if it is a router or modem that is messing up and take responsibility for the services they agree to provide.

Ticket: # 943843 - Service

Date: 5/1/2016 3:25:39 PM

City/State/Zip: Tremont, Illinois 61568

Company Complaining About: Comcast

Description

Signed up in October 2015 for cable and Internet. Internet has never worked anywhere close to advertised speed. Hours of phone calls haven't solved anything they usually hang up or say they'll call back and don't. Had tech at house multiple times no help but charge my account anyway. One appointment the tech never showed up!! Comcast has been completely worthless to but there' really no other choices in my area. All I expect is what I'm paying for

[Ticket: # 945025 - Internet not up to advertised rates](#)

Date: 5/2/2016 1:34:35 PM

City/State/Zip: Dayton, Ohio 45414

Company Complaining About: Time Warner

Description

Hello, I'm writing because for over a year now I have been paying Time Warner Cable for a certain advertised speed of internet service, and tracking this from time to time every week. Not one time have they ever come close to meeting the download/upload speeds promised by our contract and after speaking with them several times I have reached out to you so you can hopefully do something to make this right.

Time warner has not resolved this situation and refuses to acknowledge the issue.

Ticket: # 947145 - Abrupt Change in Internet Download Speeds - False Advertising**Date:** 5/3/2016 11:43:08 AM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Comcast

Description

I am a Comcast internet subscriber in Seattle, WA. I have subscribed to Comcast's "Economy" internet package for over 5 years as it is the least expensive internet package provided, at \$29.95 per month, and is all I can afford on my limited income. The advertised speed is 3MB/Sec and that provided all I needed for over 5 years to stream low quality video and browse websites with never an issue. Beginning approximately 3 weeks ago I began to have intermittent problems streaming video from the service I have used for years without issue, Hulu. Video would stop altogether and buffer for several seconds or sometimes several minutes. Never had this problem once before until about 3 weeks ago. When encountering this issue I use Comcast's speed test to check my download speeds and often see speeds as low as sub 1MB/second. When things are working fine I run the same test and see a steady 3 to 3.5MB/second. The compromised download speeds seem to happen during peak traffic hours, weekend mornings, weekday afternoons, etc. I own my modem and have not changed a single piece of equipment. I feel as though Comcast has changed something and is no longer providing me with what I am paying for - 1MB/second is 67% slower than the 3MB per second speed they advertise for my plan. Due to the abrupt nature in the change of experience, and the fact it never occurred prior, I am guessing this is driven by a change Comcast made to my local hub or traffic management processes in my area, but this is pure speculation. Worst case scenario, and I hope it is not true, would be that Comcast is throttling me or otherwise providing sub-par service due to the lowest cost plan I subscribe to in an effort to push me to higher cost plans. Conversations with Comcast care, and I have had many, get me nowhere. I feel I am being discriminated against because I choose the lowest cost internet service they provide. Please call me with questions. Thanks in advance, Bill.

[Ticket: # 968278 - Internet Speed Not as Advertised](#)

Date: 5/9/2016 10:35:10 PM

City/State/Zip: Minneapolis, Minnesota 55404

Company Complaining About: Centurylink

Description

I am a customer with CenturyLink internet. I have fiber optic internet with an advertised speed of 30 MB; however, 1 to 5 MB is typically what I receive.

Ticket: # 956415 - Poor Internet service

Date: 5/6/2016 2:01:19 AM

City/State/Zip: Tacoma, Washington 98409

Company Complaining About: Comcast

Description

I am a subscriber of xfinity Internet plan "Performance 25 Internet", advertised as up to 25Mbps. My typical download speeds are in the 1-5 Mbps area which means I am getting, on average, 10% of the performance promised. Very often during evening hours my service is routinely interrupted resulting in no service at all. I am billed, and pay for advertised speeds. This is unacceptable service. Regrettably I have no other option than xfinity.

In my mind this is comparable with purchasing a gallon of gasoline at advertised price and discovering that I am only delivered one cup.

Please assist me in rectifying this situation.

Ticket: # 960600 - Frontier internet

Date: 5/6/2016 4:17:25 PM

City/State/Zip: Lakeland, Florida 33810

Company Complaining About: Frontier Communications

Description

Was a Verizon customer that was switched to Frontier. Internet router provided constantly drops out. Internet speeds both upload and download are not meeting advertised speeds. Web pages constantly time out. Contacted Frontier with no resolve.

[Ticket: # 963982 - Upstream issues for months](#)

Date: 5/7/2016 11:31:32 PM

City/State/Zip: Cortez, Colorado 81321

Company Complaining About: Tds

Description

I'm paying \$100/month to TDS for speeds advertised at 60Mbit down and 5Mbit up. Since I signed up almost a year ago, my speeds have been steadily dropping. I now average about 1/10th the advertised speed. In the last few months, a new problem has appeared. My upload will drop to almost nothing. Sometimes for hours at a time. This has also been steadily becoming more frequent. I've been calling their support phone number and they've been sending techs to my house to resolve the issue. I've had many visits and the issue remains. I live on the outer edge of town where the DSL service doesn't quite reach. TDS is the only local provider for my address. I feel like I've run out of options for getting this resolved.

Ticket: # 968863 - Advertised speeds achieved only w/use of VPN

Date: 5/10/2016 11:00:57 AM

City/State/Zip: Indianapolis, Indiana 46222

Company Complaining About: Bright House

Description

I was attempting to download the Mac OSx El Capitan install file via the App Store to reinstall on my MacBook Pro. When I use the wifi connection through the rental hardware provided by my ISP my MacBook Pro reports that it will take in the range of hours to days to complete the 6.2GB download. I restarted the router and attempted to download again at which point I experienced the same issue. The operating system displays downloading network traffic measured in KB in this situation. I pay for a connection advertised at 200 mbps downstream.

I cancelled the download because something clearly wasn't working properly. I proceeded to connect to Indiana University's SSL VPN service and was then able to download at full speed. The expected time for the 6.2gb download displayed between 15-20 minutes when connected via a virtual private network. This is the speed and time I would expect to be able to download the same installer file through my internet connection without the use of a VPN downloading at advertised speeds. There is no QOS or throttling configured on the client side of the router which could explain the situation I describe. I attached two screen grabs which show the incredible discrepancy in download speeds. One image shows the connection via IU SSL VPN. The other is routing through my normal Bright House IP address without use of VPN or any other mechanism to disguise traffic origin and destination. Note the VPN dialogue shows "suspended" in this image.

Ticket: # 968868 - Advertised speeds achieved only w/use of VPN

Date: 5/10/2016 11:01:40 AM

City/State/Zip: Indianapolis, Indiana 46222

Company Complaining About: Bright House

Description

I was attempting to download the Mac OSx El Capitan install file via the App Store to reinstall on my MacBook Pro. When I use the wifi connection through the rental hardware provided by my ISP my MacBook Pro reports that it will take in the range of hours to days to complete the 6.2GB download. I restarted the router and attempted to download again at which point I experienced the same issue. The operating system displays downloading network traffic measured in KB in this situation. I pay for a connection advertised at 200 mbps downstream.

I cancelled the download because something clearly wasn't working properly. I proceeded to connect to Indiana University's SSL VPN service and was then able to download at full speed. The expected time for the 6.2gb download displayed between 15-20 minutes when connected via a virtual private network. This is the speed and time I would expect to be able to download the same installer file through my internet connection without the use of a VPN downloading at advertised speeds. There is no QOS or throttling configured on the client side of the router which could explain the situation I describe. I attached two screen grabs which show the incredible discrepancy in download speeds. One image shows the connection via IU SSL VPN. The other is routing through my normal Bright House IP address without use of VPN or any other mechanism to disguise traffic origin and destination. Note the VPN dialogue shows "suspended" in this image.

[Ticket: # 970574 - Slower speeds than advertised](#)

Date: 5/10/2016 6:22:02 PM

City/State/Zip: Houston, Texas 77025

Company Complaining About: Comcast

Description

Our internet provider is not providing us with our advertised speeds. We are paying for "Blast" internet, which is advertised at 150 Mbps, but we only get 120-125 Mbps. Additionally, we are being charged \$13 monthly for a "speed increase" despite this being the case.

[Ticket: # 977297 - Consistently slower speed than advertised and paid for](#)

Date: 5/13/2016 3:36:09 PM

City/State/Zip: Sharpsburg, Georgia 30277

Company Complaining About: AT&T

Description

I consistently have slower than advertised speeds, much slower than what I pay for. I never reach near the 6 M that I pay for and upload never reaches anywhere near the advertised of .5 mbps. ATT has told us on several occasions there are no plans to upgrade the infrastructure in the area.

Ticket: # 980486 - Windstream

Date: 5/16/2016 1:32:24 PM

City/State/Zip: Inman, South Carolina 29349

Company Complaining About: Windstream Communications

Description

Currently had windstream at our new house for 12 weeks or so, very rarely are we able to actually utilize the 6mbps that they say we are provisioned for, currently over the last week spent over 10 hours trying to get them to fix our current speed of no more than 1mbps. Techs keep saying its physical at your house. but when someone physically came out he tested all ports to our house an outside stated nothing is wrong w/ your house. I understand its possible to get lower than advertised speed but not right paying for a speed we aren't able to get.

Ticket: # 981756 - ISP Unwilling to Contact Us or Fix Issues

Date: 5/16/2016 8:01:16 PM

City/State/Zip: La Grange, Kentucky 40031

Company Complaining About: Time Warner

Description

My ISP, Time Warner Communications, has failed to deliver any advertised speed to me in nearly six weeks. I have gone back and forth with support for nearly two weeks and I keep being told I will be contacted, but no one from TWC ever reaches out to me. I am in the MAXX market, and I should be on the 300/20 tier. However, I often get about 30 down.

They sent a tech out when I first reported the problem over two weeks ago and he acknowledged signal issues on their end. Since then, it has been run around and they don't seem interested in fixing the actual issue. We are subscribed to the top tier, yet we can barely even come close the bottom tier in terms of speed

Ticket: # 985113 - Time Warner Cable refuses to fix slow speeds

Date: 5/17/2016 10:05:51 PM

City/State/Zip: Memphis, Indiana 47143

Company Complaining About: Time Warner

Description

I filed a complaint two years ago for a similar issue. In the past three months I have called Time Warner Cable 6 times in regards to slow speeds. They keep telling me a different story while the rest of the area is being upgraded. People 3 miles down the road receive 200mg internet for the price I pay, and TWC has advertised the area has been upgraded to 200mg. However for three months now I don'teven recieve the advertised speed of 30mg. Tonight as an example I have received 5mg down, 1/10th of what the advertised speed is for the area of 200meg for Extreme internet. After 6 phone calls, two social media posts, they refuse to address the issue.

[Ticket: # 986775 - Cox Communications](#)

Date: 5/18/2016 3:18:57 PM

City/State/Zip: New Orleans, Louisiana 70113

Company Complaining About: Cox

Description

Cox has been charging me full price for an advertised speed that they are not able to deliver because of old and/or faulty equipment that they refuse to repair or allow me to pay an independent third-party contractor to repair.

Ticket: # 987258 - ISP in rural area failing to provide service.

Date: 5/18/2016 5:37:11 PM

City/State/Zip: Tishomingo, Mississippi 38873

Company Complaining About: Nemswisp (nemswisp.com)

Description

I have an ISP that has been completely negligent of the service they are providing. I have been a customer of there's since 2012 on a plan of \$45month for 50ms ping 5mb download and 1mb upload. The past 2 years have been dreadful, as we average 120-250ms ping / .80mb download and .10mb download.

Their service is constantly fluctuating in speed, but more often than not isn't working properly, and it has never been anywhere near advertised speeds. The biggest concern is they have nothing to do with their customers, and DO NOT respond to complaints at all. They did respond a few times when I first began to complain, but failing to ever service us they haven't responded to any calls or emails I have sent to them in months.

Now, the past month they sent an email saying they were going to be going up in price and packaged speeds. Their service is now \$55monthly for 50ms ping / 6mb download and 1mb upload. Since this raise in price (and theoretical performance) the service has been abysmal. I would say 90% of the time I am failing to load webpages, and cannot load speedtest.net to even test what we are receiving. I have tried to contact them by phone and by email SEVERAL times to no avail. At this point they have absolutely stopped providing any customer service and are charging more money for a service that has plummeted in performance.

People have said that the man providing this service shows favoritism for certain customers and will refuse service once you have complained to him, because he knows he is the only ISP that can provide the service he does in this rural area. What these people are doing is not right at all, and it seemed that this was my only option.

I can provide emails, phone logs, as well as speedtest results if needed.

[Ticket: # 987878 - Slow internet](#)

Date: 5/19/2016 1:14:48 AM

City/State/Zip: Vacaville, California 95688

Company Complaining About: Comcast

Description

Not delivering advertised speed.

[Ticket: # 987947 - Unreliable Internet](#)

Date: 5/19/2016 6:28:38 AM

City/State/Zip: Albia, Iowa 52531

Company Complaining About: Mediacom

Description

Getting 100Mbps instead of 150Mbps I pay for. I understand that My ISP states "up to" a certain speed, but they "pride" themselves with statistics that say they provide 85-9% of advertised speeds, but in my case its 66%. Why am I paying more for less?

Ticket: # 989959 - Slow internet speeds**Date:** 5/19/2016 7:19:48 PM**City/State/Zip:** Maryland Heights, Missouri 63043**Company Complaining About:** Charter

Description

My girlfriend had been using my DOCSIS 3.0 ARRIS SURFboard Cable Modem at advertised speeds by Charter in Maplewood MO prior to me moving to my new apartment. Since Charter has installed service using this same Cable Modem (May 6th), I have not been getting the speeds advertised. I contacted Charter Communications yesterday (5/19) in regards to slow internet speeds. Quoting the representative, my package details 'up to 100 MBPS download speeds and 5 MBPS upload', however my speeds are much less. The employee told me that they can only guarantee speeds of 70% and that they can send a technician out to my location to 'troubleshoot' but are not responsible for my equipment. She had completely neglected the fact that my girlfriend had the advertised speeds with the same modem configuration at a different location. After much frustration, I spoke to her manager detailing that my technical background having obtained a Bachelors in Information Systems Technology with a Masters in Management Information Systems and that the speed fluctuation between acceptable and unacceptable levels indicates a problem with the cable infrastructure beyond the demarcation point of the apartment and not my equipment. When I asked if I could be compensated since the company is charging me for less than acceptable speeds, I would told to contact them back to discuss my next options and that they would mark it up on my account. Upon getting home today 6:00 PM, my internet speeds are at 63 MBPS and dropping (as folks get home from work and get on). My internet speeds have been less than 50% capacity at 'peak hours' which is what they claimed are 'unacceptable levels'. The most absurd thing is that they told me they don't accept any other speed testing domain aside from Charter's speedtest. How is this not an absolute conflict of interest? If an ISP tells their customers to only ping their servers, wouldn't that allow room for abuse? One could simply ensure prioritized traffic to said servers thus giving the appearance that traffic is faster than it appears. Why not have customers ping all different types of servers from different locations and take the average of those speeds? Really hope someone at FCC can see these flaws/errors/potential abuse and help me out.

Ticket: # 995459 - Internet throttling scam

Date: 5/23/2016 6:50:46 PM

City/State/Zip: San Juan, Puerto Rico 00911

Company Complaining About: Liberty Puerto Rico

Description

Liberty engages in deliberately fraudulent behavior with regards to internet speeds. They consistently do not deliver advertised speeds unless you are on the phone with a technician. After paying for 20 Mbps and getting half or less much of the time, I upgraded to 40 Mbps. But the speed they delivered was still half or less than what I was paying for. They sent multiple technicians to fix the problem, but nothing changed. The only time I could achieve advertised speed was when I was on the phone with a technician. Immediately after the call, the speed would drop in half. This has happened 3 times today alone May 23, 2016. While I was on the phone a few minutes ago, they got my speed up to 38 Mbps, which is very acceptable for me. As soon as the call ended, my speed dropped to roughly 5 Mbps, and continues at that level (screenshot attached from today and from January). It is very clear that they are doing this deliberately because of how consistently the speed drops off immediately after a service call. They also are unwilling to charge me a lower rate that reflects the speed that I am actually receiving or to legitimately fix my problem. I have no other recourse.

[Ticket: # 995921 - Internet speeds](#)

Date: 5/23/2016 11:47:27 PM

City/State/Zip: Lowell, Massachusetts 01852

Company Complaining About: Comcast

Description

My internet speeds have been terrible. I do, at times, get my advertised speed, but very often and regularly, I have been getting speeds of 1-10% of the advertised speed. And thus I am complaining that my ISP shouldn't been receiving the full bill amount I pay. I feel it should reflect relatively to my internet speeds. I feel they should only receive 1-10% of my payment rate when those speeds occur. Maybe I need to dig out one of those AOL trial discs. Thank you.

[Ticket: # 997891 - Data caps discriminate against the disabled.](#)

Date: 5/24/2016 2:45:05 PM

City/State/Zip: Austin, Texas 78748

Company Complaining About: Time Warner

Description

I'm largely housebound and the internet is my window to the outside world. Consequently I pay for the best internet available to me short of business class. Suddenly rationing my access to the outside world is totally unacceptable, even if I don't hit the cap. I rarely if ever achieve the advertised speeds as it is, generally receiving 50% of what I'm paying for.

[Ticket: # 362956 - Comcast Throttling Internet Speed](#)

Date: 6/24/2015 5:35:01 PM

City/State/Zip: Clawson, Michigan 48017

Company Complaining About: Comcast

Description

Internet is consistently slower than advertised speed.

Ticket: # 370417 - AT&T Contract Service Fraud Internet**Date:** 6/27/2015 6:58:54 PM**City/State/Zip:** Ventura, California 93003**Company Complaining About:** AT&T

Description

Internet Service. I obtained a one year contract in early February 2015. For the first 2 weeks of the contract and cancellation period, AT&T provided 6.2mps in accordance with my plan. Thereafter they immediately reduced my online speed by 23% and have maintained the substantial reduction to a constant 4.6mps--indicating that my reduction was purposeful. I have taken and stored pics of my speed tests twice a day for a over 30 days--all are 4.6mps. AT&T has engaged in a fraud---Again! THEY ADMITTED AFTER A DOGGED PHONE CALL THAT LASTED AN HOUR, THAT THEY WERE NEVER ABLE TO SUPPLY THE ADVERTISED MPS ON MY PLAN---BUT WITHOUT EXPLANATION THEY WERE ABLE TO DO SO FOR THE FIRST TWO WEEKS OF THE CANCELLATION PERIOD. Have AT&T rebate my charges at the reduced rate of their advertised speed...23% of \$23.50 (\$5.41) per month for Feb, March, April, May & June. And a contract reduction of the same for the remaining period of the contract or bring my online speed to the advertised rate. They said that they would switch me to a lower speed plan @ 3.0mps at no cost. Had I wanted a 3.0mps plan I would have purchased it. Please recognize that IF had I not called they would have continued their fraud. NOTE: AT&T absolutely and routinely engages in massive over billing and/or service reductions without any notice to the customer as matter of practice---STEALING! I spend an average of 7-10 hours a year having fraudulent charges removed from my telephone account. NOTE : THERE ARE 15 SCREEN SHOTS OF AT&T SPEED TESTS LIKE THE TWO ATTACHED HERE---IN SUPPORT OF THE EXCEL RECORDING ATTACHMENT.

Ticket: # 484722 - Horrendous service by local internet service provider

Date: 8/22/2015 6:18:25 PM

City/State/Zip: South Egremont, Massachusetts 01258

Company Complaining About: Wispring (currently Billing Under Mid Hudson Cable - I Don't Know If That Means They Were Purchased)

Description

I have been a customer of a local fixed wireless internet provider for several years, and service has gradually degraded to the point of being virtually unusable. I work from home, and the only options I have for internet are this Wispring service or satellite (or the catastrophically expensive cell hot spot technology). Because the FCC fails to hold providers' feet the fire so that all Americans have access to reasonably service (which major providers should provide, given their status as actual or virtual public utilities), I am spending \$59.95 a month for internet service that doesn't work (advertised as download speed of 1.0 Mbps and upload of 384 Kbps). I was forced to pay a \$600 signup fee (including installation of an antenna). Now, when I can even get the customer service people on the phone, I am told there is no problem, and that I should reboot my router (which I've done innumerable times to no effect; I have also purchased new routers on at least two occasions).

I am currently attempting to run a speed test, did receive a ping of 50 ms, but have been waiting for about 8 - 10 minutes for the download speed test to complete. I have complained to my state representative and senator, to no avail. There is literally no recourse. These services are allowed to provide horrendous service because those of us in rural areas are held hostage. The FCC is complicit in this, as it does nothing to require that the large providers actually service all areas (note that I receive mailings from Verizon and ATT at least weekly telling me to sign up for their blazing fast services - which, of course, are unavailable where I live - is that not false advertising?).

[I had to restart the most recent speed test. Current values: Ping: 67ms; Download: .08Mbps; Upload: .03 Mbps. Please note the advertised speeds documented above.]

Ticket: # 810524 - Charter Internet Speed not as advertised

Date: 2/14/2016 3:41:06 PM

City/State/Zip: Great Falls, Montana 59405

Company Complaining About: Charter

Description

I am only reaching roughly 25 percent of advertised speed consistently. This is the second time I have filed a complaint regarding this matter the first time a rep was sent out and tried troubleshooting and it was fixed temporarily.

I have tried both wired and wireless, through the router and directly to the modem.

I have done troubleshooting already. I have also tested both peak hours and off peak hours and there is very little difference

Ticket: # 438986 - NewWave Communications false advertising claim

Date: 7/31/2015 1:02:46 AM

City/State/Zip: Jerseyville, Illinois 62052

Company Complaining About: Newwave Communications

Description

I very clearly asked the sales representative who sold me my internet connection if they had any issues with congestion/overloading on their network in my area during peak hours (8pm - 12am). I had this issue with my previous internet provider so I was concerned. I was told that there were no issues with network congestion, and even told that there weren't many subscribers in my area yet. I was skeptical, so I continued to pressure him and he assured me that NewWave guarantees 70% of its advertised speed. Based on these two claims, I went ahead and proceeded with ordering NewWave 50mb internet service. During my first day of service, my internet speed and stability began to degrade after 8pm. By 9pm, my advertised 50mb service had reduced to 8mb. It did not recover to its advertised 50mb speed until after 12am. I contacted tech support and they sent a field tech the next day. He checked the line and he told me everything was fine. I told him about the degradation of service during peak hours and he told me it has been an ongoing issue in my area, and the network is overloaded due to a high amount of customers, directly contradicting what I had been told by the sales rep. I'm simply told "we're working on it and there's nothing we can do right now". He also told me he would have his manager call and talk with me that day, which never happened. The issue has since persisted with the same pattern, service degrading to sometimes as low as 5mb after 9pm. I spoke with customer service and they informed me they would not honor their 70% speed guarantee until I had been a customer for 30 days. I was deceived/mislead into signing up to their service, and I feel what I was told was false advertisement. This company knowingly oversells their service when their networks are overloaded and will provide only 10% of their advertised speed during the times it is needed most.

Ticket: # 444757 - Unusable internet

Date: 8/3/2015 4:34:13 PM

City/State/Zip: Hinton, Oklahoma 73047

Company Complaining About: Hinton Telephone Company DbA Xstream Services

Description

I have a Wimax connection to the internet at my community which is called Cedar Lake. Although the Hinton Telephone company's website has said for the last five years that cable modems were available in this community (see attachment), they would not let me order one. The day that I emailed the person whom I believe owns the company they redirected the website from Hintonnet.net to xstreamservices.com so that you can no longer see the page I attached.

The problem is that it is nearly impossible to open any web page without refreshing it 5-10 times. While once started a download may meet or exceed the advertised speed, for normal web surfing it is unusable. Generally speaking though, the speeds never live up to the advertised speed. Their only answer to me is that I need to upgrade to the television/phone/internet package which would allow me to have a cable modem or possibly fiber optic. I don't own a (nor do I watch) television and I have a phone, so this is wasted on me. My point to them whether it was the Manager Karen who tried to get me to upgrade, the techs who try to get me to upgrade, or the manager/possible owner who tried to get me to upgrade (see jpeg of email attached) is that if you can't supply me with the service I have been paying for for five years, how could I possibly spend MORE money with your company?

When I try to use Glastnost to determine if they are shaping my bandwidth the results are that a firewall is possibly blocking my pc from their network, but pingtest.net usually reports 5-20% or more packet loss. I literally cannot pull up a website without refreshing it over and over in hopes that it comes up, and then it is usually incomplete. This has made it incredibly hard to even use craigslist to find a job since I lost my oifield job in late January.

I have had tech support out here many times, I've talked to managers and the only resolution they can offer me is to spend \$125 plus on a package that would include 3mps internet. To me this is unacceptable, and I hope you see that it is, also. Thank you.

[Ticket: # 444983 - Internet Speed](#)

Date: 8/3/2015 5:50:50 PM

City/State/Zip: Colfax, Iowa 50054

Company Complaining About: Rise Broadband

Description

We normally get less than 50% of advertised speed, often 5-10%. Our speed should be 10Mbps, but the best we ever see is 5 or 6 Mbps. Speeds of less than .5 Mbps are very common, which makes the service unusable. We deserve to get what we pay for.

[Ticket: # 483698 - Slow internet speeds](#)

Date: 8/21/2015 9:00:36 PM

City/State/Zip: Phoenix, Arizona 85016

Company Complaining About: New Media West

Description

I do not get the advertised speeds during peak hours. I purchased 30mbps internet access from New Media West and I get consistently awful speeds during peak hours. I had a technician come out and check my connection, they told me nothing was wrong. During the early morning hours I can get around 20-30 mbps, during the evening around 4-6pm I get around 3-5mbps.

I don't know what else I can do besides file this complaint.

Thank you for taking the time to read this.

Ticket: # 540064 - Poor Speeds and Connection, No Solution From Frontier**Date:** 9/20/2015 1:13:55 PM**City/State/Zip:** Corydon, Indiana 47112**Company Complaining About:** Frontier Communications

Description

I have had problems with my Frontier internet ever since I started the service. I've averaged about one call a week to Frontier tech support because of internet outages and/or unacceptably slow speeds. My internet cuts out for anywhere from five minutes to a few hours every few days. When I contact tech support a repair ticket is submitted and a tech dispatched, but the problem never gets fixed. When the techs come out (usually at least a week after the ticket has been submitted) they say my internet is working fine and there's nothing they can do.

In addition to the outages the speed isn't anywhere near the advertised speed. I have only received the advertised speed of around 6Mbps a handful of times. Even at 6AM on a weekday my internet speed is usually below 1Mbps. I have been told I'm in an "area of high demand", but I seriously doubt that the internet in my area is that congested at 6AM. When I've spoken to the Frontier techs when they're here to work on my internet they tell me the fiber cable in my area is overloaded and there's not enough bandwidth. I understand that speeds will be slower in the evenings due to higher usage but speeds below 1Mbps make the internet basically useless. I also understand that no internet service provider can have their service up 100% of the time, but having to call and report an outage an average of once a week seems excessive.

I would like for Frontier to fix the speeds in my area to an acceptable level. I also want them to fix my intermittent connectivity issue. Some of my issues might be due to the fact that Frontier ran my internet through a temporary cable that's exposed along the side of the road. Every time the county mows the right of way where the cable lays I lose internet. I also lose internet every time farm equipment crosses over the above ground temp cable. I want Frontier to replace the temp cable with a permanent underground cable. I work from home and I need speeds of at least 2Mbps for all of my tools to function properly. I think that a constant speed of at least 2Mbps is a reasonable expectation.

Attached are the trouble tickets I've placed over the past 30 days to show that Frontier thinks they have fixed my internet issues (which they clearly have not), and the results of an internet speed test at the time this complaint was submitted.

Ticket: # 568514 - Speed way below advertised

Date: 10/4/2015 8:03:10 AM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

I pay for the following internet speed: 75mbit/10mbit. However, I do not get anywhere near the advertised speed, and Comcast technical support is unwilling to help. I get approximately 25mbit downstream. I have called about this issue to no avail. This was not an issue until I moved to my current address; I have not changed my equipment or settings. Everything has been tested for multiple weeks; the issue is clearly with Comcast- the node I am on is way oversold and oversaturated.

Since Comcast has a monopoly on broadband in my area, I have nowhere else to turn. It's either Comcast or nothing, and they know this. It appears they have no incentive to deliver on what they advertise since there is no competition in the area. I would not file a complaint with the FCC if I thought there was another way to resolve this.

I hope that this gets resolved and that I can finally get what I am paying for. Thank you in advance for your attention to this matter.

[Ticket: # 611235 - Unable to deliver paid speed](#)

Date: 10/24/2015 8:13:11 PM

City/State/Zip: Toledo, Ohio 43623

Company Complaining About: Buckeye Cablesystem

Description

Connection has been unable to sustain advertised speed for the last two weeks. Speed tests both internal to the ISP and to external sources are starting at 60-70% of advertised 110 Mbit/s but dropping to 1-2 by the end. Customer support isn't acknowledging issues and there are multiple users in my neighborhood that can replicate the same behavior using all combinations of self-purchased and ISP-leased modems and routers.

Ticket: # 616930 - Delayed Internet Response

Date: 10/27/2015 9:39:05 PM

City/State/Zip: Alpharetta, Georgia 30004

Company Complaining About: Comcast

Description

There is a consistent delay of about 10 to 15 seconds before the internet responds to a new interaction - eg. clicking on a new link. After the 10 second delay, the speed is fine. However the persistent delay is annoying and it diminishes the true and advertised speed.

Ticket: # 619813 - Cable company not providing advertised speeds

Date: 10/29/2015 6:51:04 AM

City/State/Zip: Jackson, New Jersey 08527

Company Complaining About: Cablevision

Description

My only available broadband ISP (Cablevision) is not providing the broadband speeds to which I am paying for. I have performed several tests at my home, and have yet to reach the advertised speeds for either upstream or downstream.

I am a software developer and rely on the high speed internet for my job, and unfortunately I have no alternative because of the lack of competition in my area. When I contacted Cablevision the response was that I should be getting the advertised speeds, and there was no follow through or even a scheduled service to even test the lines.

Another complaint is the term limits they put on their pricing, which if you try to research and find out what pricing will be after the terms it simply states that pricing "will be billed at reg rate. ". As a consumer this basically says to me that at the end of the term we will charge you whatever we want, and because of the lack of competition you will have to accept it. I don't feel I should have to negotiate with the cable company every time there is an increase, only to learn that I can still get the term rate.

Again, I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service as defined by the FCC.

Ticket: # 634354 - TWC of NYC Complaints

Date: 11/4/2015 3:59:00 PM

City/State/Zip: Brooklyn, New York 11211

Company Complaining About: Time Warner

Description

I am very unhappy with Time Warner Cable in New York City. Notably because:

- * They are the only broadband provider in the area
- * They charge me modem rental fee which increases annually while the service is noticeably under advertised speeds during most hours
- * Monthly fee increases several times a year as well as service declines
- * Sometimes it runs so slowly that it is unusable for basic internet tasks being unusable at times.

Ticket: # 638339 - Serious speed discrepancies and false advertising by local ISP

Date: 11/5/2015 5:31:23 PM

City/State/Zip: Lexington, Indiana 47138

Company Complaining About: Citizens Communications Corp.

Description

This local company advertises it's internet service as "broadband", but it doesn't even meet the FCC's previous requirements for classifying an internet connection as "broadband". Most customers of Citizens Communications Corp. \$35-\$70 per month for download speeds advertised to be between 0.5 and 1 Mbps.

I've been working on an academic research project researching the actual internet speeds delivered to customers of this service provider. So far, my research shows that less than 15% of customers reliably receive the advertised speeds. Just 45% receive a speed within 10% of the advertised speed.

I'm hoping the FCC can help Citizens Communications Corp. increase the quality of the service they deliver to their customers and remove "broadband" from their advertising (vehicles, website, etc.) until their service can meet the FCC's new broadband specifications.

I'm looking forward to your response.

Thank you for your time,

(b) (6)

Ticket: # 643184 - Mediacom Internet Speed far slower than supplier claims and charges for

Date: 11/7/2015 1:30:56 PM

City/State/Zip: Mahomet, Illinois 61853

Company Complaining About: Mediacom

Description

We are Mediacom subscribers since April 2015.

We are paying for a package that claims to deliver 50 MPS down. Our average speed since April, measured by testmy.net, has been 37.5 MPS. This way slower than the advertised speed. Furthermore, the speed often degrades to single digits, particularly on weekends (link attached: [\(b\)\(b\) \(6\)/\(b\) \(6\) \(6\)](http://testmy.net/(b)(b) (6)/(b) (6) (6))).

We called Mediacom three times and they sent a technician each time. They claimed the problem was fixed each time. It never was. The problem is with them, not with our line.

Mediacom should either deliver the speed they charge us for, or charge us a rate that corresponds to their lower speed package and issue a refund for the difference over the past period. We would prefer the advertised speed.

Ticket: # 644349 - Timewarnercable internet speeds

Date: 11/8/2015 3:51:53 PM

City/State/Zip: Dallas, Texas 75228

Company Complaining About: Time Warner

Description

My area received an upgrade in service to TWC Maxx. My internet speed was supposed to go from 30 mbps to 100 mbps. This was true for the first two weeks of service but ever since my speed has been at a constant 40-50 instead of the promised 100mbps. Despite the "speed" my devices tend to load videos slowly now as compared to the first few weeks. Whenever a twc rep sends a refresh signal and I disconnect the modem to free the static, the speed just doesn't go back up to how it was the first few weeks. Representatives tend to dodge my issue by saying it is because I am on wireless or that I have a lot of devices connected. The issue is that for the first few weeks my speed was constant and amazing regardless of everyone being connected at once. I'm not getting what I pay for and sometimes even small two minute lesson videos do not load so doing homework becomes a pain like this very moment to be exact. I just want the good quality advertised speeds, I was so looking forward to this for a year but not much has changed in terms of my speed now.

Ticket: # 647409 - Verizon Offers Internet Speed Upgrades That Cannot Be Achieved By Customers

Date: 11/10/2015 9:18:09 AM

City/State/Zip: Middletown, Pennsylvania 17057

Company Complaining About: Verizon

Description

Verizon FiOS offers internet speed upgrades (Quantum Internet) as incentive for existing customers to renew service contracts. Verizon commercials for Quantum Internet clearly show customers using wireless devices, strongly implying that Quantum speeds can be achieved wirelessly. It makes sense that Verizon would want customers to believe they could achieve these speed wirelessly since, as Verizon acknowledges, customers now use far more wireless devices in their homes. Unfortunately, most Verizon FiOS customers who agree to renew their service contracts, or even simply upgrade to those speeds during their contract service with Verizon, will find that they can never achieve those advertised speeds. The Actiontec MI424WR router provided/required to be used by many existing Verizon FiOS customers is not capable of transmitting those speeds wirelessly. This has been proved by testing by myself and others and requires nothing more than a simple comparison to other wireless routers that have been on the market for years. Verizon claimed that this was a wireless "n" router that should easily be able to achieve their advertised Quantum speeds of 50 and 75 mbps, but it simply cannot. Calls to Verizon customer service have confirmed this. Verizon offers an equipment upgrade to their new "Quantum Gateway" router that I assume can achieve these advertised speeds, for \$200.00. Customers who accept an upgrade to Quantum Internet as a renewal incentive are not told that this expensive equipment upgrade will be required to achieve the promised internet speeds. Verizon tells customers that Verizon is not responsible for wireless internet speeds, in spite of strongly implying in their commercials that customers will achieve those speeds on wireless devices. While I would acknowledge that in home conditions might have an effect on wireless speeds, the equipment provided/required is not capable of achieving those speeds, even under optimal conditions. In short, for several years now Verizon has been offering internet speed upgrades to their customers that could not be achieved with existing provided/required equipment. Additionally, they did not inform customers that an expensive equipment upgrade would be required to achieve advertised speeds. I'm not completely sure of the legal definition of fraud or false advertising, but this sure feels like it.

Ticket: # 654138 - RCN Upload Speed**Date:** 11/13/2015 11:43:02 AM**City/State/Zip:** Chicago, Illinois 60640**Company Complaining About:** Rcn

Description

I pay for a cable Internet plan described as offering 100Mbps down and 15Mbps up. The download speed is fine (in fact, better than advertised). However, the upload speed is consistently around 6.5Mbps, less than half of the advertised speed. When I have complained to RCN about this, they claim that this speed is "within spec," though no such "spec" was made available to me at the time I purchased this plan on the basis of the 15Mbps number.

I work from home and spend all day in video conferences where upload speed is important. I understand that speeds are not exact and will vary somewhat, but providing less than half of the advertised speed goes beyond a reasonable variation.

I would like to receive the service for which I've paid. If that is technically infeasible, I'd like a refund reflecting that I have been paying for a service I haven't received.

[Ticket: # 661952 - Non functional internet connection speed](#)

Date: 11/17/2015 9:12:39 PM

City/State/Zip: Eugene, Oregon 97402-3356

Company Complaining About: Centurylink

Description

I have internet service with a company called CenturyLink. They advertise internet speeds up to 1.5 mbs. My connection is so slow that no internet pages will display. I have been doing some tests the previous week and have consistently not been able to even get an internet site to open within 15 minutes. Twice it took 10 minutes to get a partial display on the screen. I was using the web site cnn.com as my test site. The speed that I'm getting is around 600 kbs which is less than half of the advertised speed and not usable at all. I'm paying monthly for a service that is unusable. I spoke with a company representative and they indicated that the slow speed was a result of my location. I live in the second largest city in Oregon and 25 blocks from where their signal is generated in downtown Eugene. The company is ripping off consumers and not supporting a service that they are providing.

Ticket: # 670844 - Slow, unreliable service on 150Mbps/20Mbps "Blast!" plan, suspicion of intentional throttling+disconnection

Date: 11/21/2015 11:54:58 PM

City/State/Zip: Tracy, California 95376

Company Complaining About: Comcast

Description

My dad pays for 150Mbps/20Mbps service from Comcast (Blast! plan).

Our service was amazing the first month, with some moments where it fell well below the advertised rate - but generally it was fast and amazing.

(We had just switched from 3Mbps on AT&T.)

It is now the 2nd month and I believe it's being intentionally throttled and rendered unreliable.

I am training to become a data scientist, which has me working with huge datasets and databases that I must download securely from a company I am hoping to work for. Often times I will wind up downloading 2-3 large files that are collectively larger than 10GB a night.

The cap for Comcast's consumer internet service plans is 300GB. Currently on the website where you log in to view your service details it reads that the cap is suspended:

[**https://\(b\) \(6\)**](https://(b) (6) (lower-right corner))

There should be no cap in effect, and even if there was my connection should still be at the advertised speed we pay for - for each 50GB over 250GB we would be billed an additional \$10. That is how I understand the cap that is not currently in place.

This is my connection, as tested periodically from the dslreports.com/speedtest website:

[**https://\(b\) \(6\)**](https://(b) (6))

WHAT GIVES?!

We just signed up for this service, it was great, and now it is not really great at all. Either they're lying about the cap and I'm being throttled, or Comcast is not able to consistently offer the service we pay for.

I understand that you don't often get exactly the 150Mbps/20Mbps you pay for, but this isn't anywhere close. This is wrong.

So the connection is now very slow. I'm also having issues maintaining long-standing connections to the company I'm interning for. It feels suspicious because I get disconnected every 20 or 30 minutes when trying to download a database. I was never disconnected last month.

Don't tell me I left 1 bad ISP for another?

I know if I called in I'd just get terrible customer service that is slightly better than AT&T's where I'm speaking to someone who doesn't know a router from a switch. And then they'll try to up-sell me on sending a technician out to fix my problem which is really Comcast's. Nothing here at this address changed. Something is up with Comcast.

Ticket: # 677037 - Not getting advertised speeds

Date: 11/25/2015 2:17:15 PM

City/State/Zip: Petal, Mississippi 39465

Company Complaining About: Comcast

Description

I'm paying for Comcast/Xfinity Blast tier internet, advertised at 75 mbits download speeds. I've been overcharged by them by going over an arbitrary 300 gigabytes a month and I'm also being overcharged for internet speeds that I am not currently getting. All of my tests on THEIR website are consistently lower half the advertised speed or slower. I have contacted their support through phone, social media, and their website and no one has been able to help me, yet they still charge me all the same. When stating that I am hoping another service provider comes through our area soon, they basically told me good luck, seeing as how they are the only cable internet provider in the area.

Ticket: # 678471 - SCRTC not providing advertised service.

Date: 11/26/2015 11:51:57 PM

City/State/Zip: Edmonton, Kentucky 42129

Company Complaining About: South Central Rural Telephone Cooperative

Description

SCRTC company advertises our "internet speed" as 8 megabit(1 MegaByte) and I don't think I've ever been able to get the advertised speed. The latency is atrocious, and makes the package that's paid for completely useless.

The speed however, is, the worst. I'm getting 1/4 of what's being paid for(you can see in the speed test, this is just an average test, I can take more.) and it's almost impossible to even watch YouTube, which doesn't require high bandwidth anymore, comparatively.

Now, I am doing this for my landlord, as she's the one who has the account and has tried before to get them to fix this, but they refuse. Or, they send out technicians who have to call the office to get instructions on a simple router reboot. I can, and have done the tech's job, I know what SCRTC is saying when they start making themselves sound more important and knowledgeable. Considering half of the words that come out of their(SCRTC cus serv) mouth aren't interchangeable with what they actually mean, given they even know what they're talking about, if they even know what they're talking about, have not fixed anything with our internet constantly giving us 1/4 the speed we're supposed to get, and if they do, the latency makes it worthless. What's the point of 1MB (8 Mb = 1 MB(Megabit, MegaByte) when it takes 2 seconds for communication because of awful service.

Quick rundown on this, if whoever reading this doesn't know; 8 Megabits = 1 MegaByte. Why, I don't know. Latency is the part when you click on something, how long it takes for it to actually know you clicked. It's how long it takes for your computer to communicate to the computer holding the information you're trying to get. Download is how fast you get the data(packets) from the other computer you're downloading from. Bigger latency is BAD. High number latency is BAD. Yes, I said the same thing twice. Now, slow download DOES NOT MEAN big latency. But, big latency does mean slower downloads on larger files.

Let's say you order a package from Amazon, "latency" would be how long it takes them to actually get the package to UPS, and anytime the UPS guy has to stop would be the latency "spiking" to a high number, interfering with when you'll actually get a package.... It's confusing until you get it, and I didn't explain it great.

So, my complaint about SCRTC is they do NOT provide the service they offer on their offer page; <http://www.scrtc.com/index.php/dsl-speeds-rates>

You can not stream youtube effectively most of the time, you can not play online video games /AT ALL/ unless it's a good day, past 7PM, forget playing games entirely until early morning.

Also, their rates are ridiculous. They're worse than Comcast, not only in price, but also in reliability. You know how bad you have to be to be worse than Comcast?

I do know what I'm talking about. I built, benchmarked, cleaned hardware and software sides of things. Done work on modems, phones, routers, and cable/DSL in general.

[Ticket: # 710706 - paying for 50mbps, getting about 20 or less](#)

Date: 12/15/2015 11:35:12 PM

City/State/Zip: Sierra Vista, Arizona 85635

Company Complaining About: Cox

Description

I wonder what would happen if i paid 35% of my bill? Please end this monopolistic system!!!! I consistently get between 20-40% of advertised speed. This is unacceptable!!! Sure wish I could switch to a competitor.

[Ticket: # 699223 - Terrible ISP Monopolizing the area.](#)

Date: 12/9/2015 1:54:28 PM

City/State/Zip: Iredell, Texas 76649

Company Complaining About: Windstream Communications

Description

This is the only "High Speed" ISP available to anyone in my area. They take advantage of everyone and don't deliver advertised speeds. I pay for 12Mbps, on a normal day to day basis I receive 3-4Mbps speeds and as low as 10KB/s, and this is when my connection is actually working. It disconnects multiple times a day. The only time we get the advertised speeds are usually in short bursts after midnight sometime.

I have contacted them in the past to resolve the issue, they blame it on outages, hardware upgrades, my router, my modem, my phone lines, my junction box, the line to the pole. However, exchanging any of this magically brings no positive results. Also, my terrible phone lines and equipment have seemingly affected every single person in the entire neighborhood, as they all have the same issues.

If there was any other option I could choose, I would never pay another dime to this company as long as I live. The issue is not on my end, I have recently even purchased a dualband router, capable of 1.3Gbps throughput. My modem has been placed in bridged mode so it doesn't even have to handle NAT or DHCP work. I own multiple workstations that are, by far, powerful enough to utilize a 12Mbps network connection and have no software conflicts, it happens on a clean OS install and on all of our smartphones. It is NOT on our end, no matter how many times they've told us it is.

Ticket: # 710385 - Comcast speed

Date: 12/15/2015 9:32:54 PM

City/State/Zip: Houston, Texas 77069

Company Complaining About: Comcast

Description

Comcast's internet speed is just barely able to go over half of the advertised speed. I am paying for 105Mbps, and only getting 60-70Mbps. <http://openspeedtest.com/results/785125>

[Ticket: # 704715 - False advertisement \(connection speed\)](#)

Date: 12/11/2015 11:19:16 PM

City/State/Zip: Broadwell, Illinois 62634

Company Complaining About: Frontier Communications

Description

Advertised speeds are inaccessible. At no point in time have I ever gotten as much as 1/10th of their advertised 1Mb/sec speed.

[Ticket: # 718088 - Comcast hides service record](#)

Date: 12/20/2015 2:16:25 AM

City/State/Zip: San Mateo, California 94403

Company Complaining About: Comcast

Description

Hello FCC agents,

I am writing to report that Comcast maliciously write and modify their service record to avoid service charges.

My Comcast Internet did not meet the advertised speed, so I called Comcast for service. The phone representative told me that if they are responsible of this Internet failure the service is free. Then the technician came and found that the cable to my apartment is malfunctioning then fixed the issue. However I was still charged and when I call them they denied the Internet service failure ever existed and charged me more due to my 'failure of installation'. What's outrageous is that the service record was modified as 'did not found any issue'. Apparently they either modified the service record or the technician was trained to write reports that keep Comcast out of responsibility.

I contacted Comcast and they keep denying the fact and ignored my further requests.

I sincerely hope FCC could investigate this incident. If it happened to me, it could also happen to other customers. There's reason to believe that Comcast is systematically changing their service records to avoid expenses.

Ticket: # 724867 - Issues With AT&T DSL Internet**Date:** 12/25/2015 10:05:54 PM**City/State/Zip:** Ponchatoula, Louisiana 70454**Company Complaining About:** AT&T

Description

I have multiple issues. This is a neighborhood issue. We have contacted AT&T several times and they tell us that they cannot do anything to fix the issues because we are on an old DSL platform in which they cannot order new parts to fix the issues, so we are out of luck for them to fix our issues. We have a (D-FITL) neighborhood. Our homes are less than 4 years old. They tell our neighborhood that it is because of the wires that were used to build our homes. They say that it is the equipment that AT&T has inside of our neighborhood, that it is so old, they cannot replace it. This are just a few of the bull crap lies they tell my neighbors and I. We are fed up with it. We pay AT&T an astronomical amount of money monthly and we are not getting what we pay for. The issues are as followed;

1. We NEVER... Get the advertised speed in which we am paying AT&T for. We contact them specifically about this issue and they tell us that it is because we use WiFi, So we hard wire our computers, same issues. I have attached a screenshot of the DSL modem connection information screen. AT&T States that they are sending 8MBPS to our homes, Look at the Several attached speedtest screen shots and tell me how they are sending 8MBPS when our speedtest show that we are receiving 3.5 MBPS at best. (Which you and I both know that you cannot do CRAP on 6MBPS Speed much less the messily 1.5-3.5 MBPS speed we are actually receiving)
2. The service is not reliable. It goes out several times a month. (Literally)
3. The cost we pay for Service.
4. We are in a Monopoly type of situation because we cannot choose another internet service provider.

Ticket: # 724917 - Promised stability not achieved, promised speed not delivered.

Date: 12/26/2015 12:38:11 AM

City/State/Zip: Horton, Michigan 49246

Company Complaining About: Wideopenwest

Description

Please keep in mind that I only have 2 choices in ISP where I live but the other (frontier communications) is even worse (advertised speeds of 5Mbps in reality it's much worse)

I have been having problems with WideOpenWest since WOW took over from broadstripe several years ago which I think was a subsidiary of comcast. With the original company I was promised 25Mbps and received about 13 Mbps even then it was sub standard but not unstable I could get pings around 45ms. However immediately after WOW bought Broadstripe I noticed a significant drop in speed, stability and reliability I am talking over night, it was like they just threw a switch and I couldn't get reasonable internet anymore 3Mbps and pings in the 300-1000ms with up to 75% loss rate sometimes the cable would have to be restarted 5 times a night because the modem could not keep a connection with the isp dns ,

After calling them they informed me that I could no longer have 25Mbps because they no longer offered that plan, keep in mind that no notification or legal documents were ever sent informing us of the change. With no other option we accented to a technician to look over the house wiring because they insisted that the problem was on my end. They sent out a tech and he fiddled with the modem and the wiring in the house and declared that there was nothing wrong with the wiring or modem/ router rented from the company and left. We continued to have trouble over the better part of a year, over about 10 service calls they replaced all the cable in my house replaced the modem several times and ran a new line out to the cable box outside. Still no progress, I got sick of the lack of progress and bought my own modem and router, this took care of the reliability issue but not the stability or the speed. I am still around 5 Mbps with pings of 55ms if I'm lucky but that's only when it's not during peak hours 5pm-10pm and only after I assigned my router not to use WOW's DNS servers (I use google's pubic DNS servers instead) I have even tried to get them to run a second line so I could split the load within my router, they refused even if I bought my own equipment. They have effectively stopped even trying to fix the problem and I am tired of trying to get reasonable internet access. I really don't expect this complaint to be effective, but I really don't have any other options.

Thanks for your time,

(b) (6)

Ticket: # 725478 - TWC / Earthlink unable to resolve speed and reliability issues

Date: 12/27/2015 12:11:08 AM

City/State/Zip: Austin, Texas 78704-2808

Company Complaining About: Time Warner

Description

Original complaint 677043 - closed on TWC reply.

TWC in denial on underlying network node problems in many areas of Austin. Blame customer-owned equipment or in-house wiring, while refusing to address their own inadequate infrastructure.

After TWC refused to escalate NETWORK issues – returned loaner modem, cancelled TWC service.

New service by Google Fiber is stellar, with speeds far-surpassing any other consumer provider in Austin. FCC should address regulation issues.

The FCC needs to get MUCH more aggressive with legacy providers who provide speeds far below those advertised, and who refuse infrastructure improvements even when faced with demonstrable proof that issues are network-related. TWC refused to examine or acknowledge their own network error logs.

The FCC must step up and demand accountability from these lazy and underperforming carriers.

NO MERGERS until carriers deliver 80% of advertised speeds over 80% of their network.

Ticket: # 729918 - Slow Internet

Date: 12/29/2015 11:22:58 PM

City/State/Zip: Papillion, Nebraska 68157

Company Complaining About: Cox

Description

My internet speeds are consistently well below the advertised speed of 100 Mbps. I am lucky if I can get 50 Mbps. They even tried to charge me an extra \$60 to "fix" my connection by coming out and replacing the coax end connectors. I was refunded the money after I complained but my connection has not improved. I was then told it was most likely my cable modem and that I would need to buy a new one. I purchased a new cable modem and again there was no improvement in speed. My neighbors are also complaining about slow speeds so I know I am not the only one. The attached screen shot of my latest speed test was completed using a wired cat5 Ethernet connection on the Cox provided speed test website

(<http://myaccount.cox.net/internettools/speedcheck/speedcheck.cox>). Cox is the only broadband provider in my neighborhood so I have no choice but to stick with them.

Ticket: # 731164 - Speeds/prices of internet

Date: 12/30/2015 4:17:56 PM

City/State/Zip: Sacramento, California 95821

Company Complaining About: Comcast

Description

I have contacted Comcast many times in regards to the advertised speeds/promised speeds. I currently am supposed to be receiving 100mb/s to which I am 100% sure I never receive. At most I may get 30mb/s on a good day and at times in the morning I am lucky if I am able to connect at all, in response to my complaints I have been told, "well you have used 300gb of data so obviously that is no the case". I have contacted them several times about this issue to only be told that its my router or we have to send a technician out which can cost \$75+ dollars per visit. In addition I have also called to try and get better pricing for my internet. Currently I have a bundle but have noticed that the quality provided for the TV portion of it is not worth the cost of keeping it. After checking "available promotions" on my account I come across a 29.99/mo for 1 year and after telling the customer service multiple times I am told that it is not available for me EVEN though it shows up as an available offer. To me this is deceptive and false advertising.

Ticket: # 336088 - litestream holdings LLC. complaint

Date: 6/11/2015 10:50:16 PM

City/State/Zip: St. Augustin, Florida 32092

Company Complaining About: Litestream Holdings Llc.

Description

After weeks of phone calls to my ISP and years of poor service from litestream it has come time to file a complaint. Litestream has for years charged premium prices for speeds they can never achieve on their infrastructure. They state in their disclosure they will provide 90% or more of advertised speed during non peak times and 83+% of advertised speed at peak hours. Real life use shows about 70% at non peak and 1-10% at peak. Going as slow as 1mbps during peak hours. They cannot figure out the issue involving multiple houses in my neighborhood and are acting like the issue is resolved. There are no other service providers for high speed in this neighborhood as litestream has signed something with the county to keep competition out of our neighborhood to which has just expired. Another issue is that per the disclosure on their website I should be able to purchase my own cable modem, however for years the local office has informed me that I cannot do so and I must rent their modem at \$7 per month. This is not a single issue. The neighborhood further down has found a way to get comcast in to their site and litestreams reviews and ratings are super poor on any site. I am a systems administrator myself and have aided them in finding issues on their network multiple times. I just want a service that works.

[Ticket: # 336991 - Slow, overpriced internet for military](#)

Date: 6/12/2015 1:23:11 PM

City/State/Zip: Vandenberg Afb, California 93437

Company Complaining About: Verizon

Description

I am currently serving in the USAF on Vandenberg AFB in California. Verizon offers internet at 3mb/s for \$50/month. This absurd pricing, coupled with abysmal speeds is inexcusable.

There are plenty of customers who would be willing to sign up for internet, but cannot justify the price for the speeds given. Additionally, despite the advertised speed, speed tests show that 3mb/s is hardly ever reached.

Ticket: # 337292 - Speed advertising

Date: 6/12/2015 2:56:32 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: Charter

Description

On 6/16/14 I received the following email:

"It's here. Enjoy triple the Internet speed.

Charter is upgrading your Internet service to 100 Mbps! Now you'll have three times the speed at no additional cost to you. Now you'll have three times more speed at no additional cost to you.

With Charter Spectrum Internet, your Internet service has been transformed into a high-powered information cannon.

- Speeds over 30x faster than DSL and over 15x faster than AT&T U-verse Internet service
- Enough speed for all the devices in your home
- Simultaneously stream video, download files, upload photos, game online and so much more

LEARN MORE"

This email clearly states that my internet would increase from 30 mbps to 100 mbps. A few months passed with no speed increase, and I contacted Charter.

Charter informed me that the email was incorrect, and my speed would only be increased to 60 mbps. No explanation of why that is.

Recently I found that upon doing speed tests, I am actually getting less than 30 mbps.

I contacted Charter again, and they stated that since I use wireless hardware, they do not guarantee speeds. I specifically purchased a router and a wireless card that support speed of up to 300 mbps, and since I am only trying to reach 60 mbps, I hardly see how that would impede the advertised speed.

I asked Charter how much it would be to upgrade to 100 mbps, and they told me my bill would increase from 44.95 a month to 144.95 per month, a 150% price increase for only a 50% speed increase, how is that fair?

It is 2015, almost everyone uses wireless hardware to connect their devices to the internet. It is quite convenient that Charter can simply say they don't guarantee their speeds over wireless as a cop out.

[Ticket: # 339254 - Internet connection speed](#)

Date: 6/13/2015 3:42:45 PM

City/State/Zip: Montgomery, Alabama 36109

Company Complaining About: Charter

Description

Charter advertises their Spectrum service starts at 60 Mbps yet I have never achieved the advertised speed. On a good day, my top speed has been approximately 50 Mbps with average in 30 to 40 Mbps. My service is provided via cable to my Cisco E4200 wireless router. All my devices have wireless N WiFi . Charter tells me to achieve the starting speed of 60 Mbps speed device connection must be hard wired Yo their modem.

Ticket: # 339928 - Throttling by Comcast/Xfinity

Date: 6/14/2015 1:38:06 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: Comcast

Description

I continue to not receive the advertised speeds that Comcast spouts in their ads. Now I understand network issues etc, I should be receiving those speeds or at least within certain parameters. I am not.

I've asked for help and paid for their "techs" to come out and tell me there is nothing wrong. On the possibility that my equipment was a problem I've purchased new a Arris/Motorola modem to handle the speeds I'm paying for, a Apple Airport Extreme router, several new switches to connect all devices, new cabling for my brand new desktop, Apple Retina 5K 27inch iMac.

I pay for the top tier speed available in my area and only once in a while do I see those speeds. Of course registering a complaint with the FCC I'm fearful that my service will start to suffer from mysterious outages and other issues.

There is no watchdog group we can complain to or even pay someone to come out and verify speeds etc. Maybe you guys can help out.

[Ticket: # 346221 - Unlimited data service](#)

Date: 6/17/2015 3:31:41 PM

City/State/Zip: Gainesville, Florida 32607

Company Complaining About: Verizon Wireless

Description

receive slower-than-advertised speeds and disconnects every 10 minutes. The same issue customer from AT&T are having but I am customer with Verizon

Ticket: # 347426 - Internet speed not as advertised**Date:** 6/17/2015 9:00:41 PM**City/State/Zip:** Onalaska, Wisconsin 54650**Company Complaining About:** Charter

Description

We regularly do not receive internet speed as advertised. A few years ago we were getting 15Mbps but Charter was advertising their lowest speed rate was 30Mbps. After several complaints, Charter eventually increased our speed to 30Mbps and gave us a statement credit. However, Charter stated they were legally only obligated to give 75% of advertised speed. Speed tests revealed average speed rates of approximately 22Mbps. Currently they are advertising their slowest "Spectrum" speed at 60Mbps which we have been paying for at least since December 2014 since we do not have access to earlier online statements. Current speed test results yield approximately 22Mbps speed. My wife called Charter and claim since we connect our cable internet through a wireless router, the router decreases the speed. The router we use is a Cisco Linksys E2500 with 300Mbps capabilities. We have been through the "troubleshooting" process with Charter several times only to reveal the problem with internet speed is not with the router. I am very frustrated that Charter seems to not deliver what they advertise. Please help. Thank you.

[Ticket: # 347577 - Comcast](#)

Date: 6/17/2015 10:23:39 PM

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Comcast

Description

Comcast fails to delivery their advertised speeds. I suspect this is due to their illegal monopoly on cable internet service, since they know their subscribers have no other options. I would like to see more options provided in my area so I can give my business and money to a company who cares about giving people what they pay for.

Ticket: # 352951 - Internet Speeds and Billing Errors

Date: 6/19/2015 6:41:29 PM

City/State/Zip: Los Alamos, New Mexico 87544

Company Complaining About: Comcast

Description

Comcast sold us an internet package for 25 mbps download speed. Only rarely do we get anywhere close to those advertised speed. Every day from the past week speeds, from their own testing site, only show up to 1 mbps download speeds. The fact that every once in awhile we can get those speeds shows me that they are having congestion issues and are not fulfilling their side of our contract in providing us internet access.

The Second part of our complaint is that we brought our own modem as well as our own router, and Comcast refused to activate our modem until we installed a tv tuner as well. They charged us \$15 dollarss for two self-install kits, in which we did not need. They falsely advertised the package we were given and incorrectly billed us for items we did not use or need.

Ticket: # 357755 - Poor or degraded Customer service and Line Quality

Date: 6/23/2015 11:02:19 AM

City/State/Zip: Indian Lake Estates, Florida 33855

Company Complaining About: Verizon

Description

I have been in touch with VZ customer service over the poor quality and customer care in my current area. I have purchased and have been able to utilize my DSL (only provider in the area) Verizon service at a 2.7 mb for many years in my old home and also with my service moved to my new residence (one block over) for the last 5 month. I have noticed in the last couple of weeks the service has been downgraded to 1.1 mb and told that my line NOW does not qualify for higher speeds (even though I have run that speed with no packet or service degradation). Verizon is the only carrier of choice to provide service to this area and quality is suffering and service repairs times have gone up. I currently have 2 DSL lines into my home and pay for 3 meg service for each and have run close to those advertised speeds from January to the beginning of June.

[Ticket: # 358743 - Time Warner Hasn't Provided the Service they Advertised](#)

Date: 6/23/2015 2:47:11 PM

City/State/Zip: Gardner, Kansas 66030

Company Complaining About: Time Warner

Description

Time Warner has never been able to supply the speed it has advertised. I currently pay over \$70 dollars a month for a connection that on an average day only meets 80% of the advertised speeds. 25Mbits on a 30Mbit plan.

[Ticket: # 360521 - 1/10th advertised download speeds](#)

Date: 6/23/2015 11:27:32 PM

City/State/Zip: Mount Pleasant, Michigan 48858

Company Complaining About: Frontier Communications

Description

Our Internet suffers from frequent disconnects. When it is working, we often get 1/10th the advertised speeds. The DSL is advertised at 3mb/s while we usually get around .3-.5mb/s. The rare occasions that we do get close to 3mb/s only last for an hour or less before it disconnects and slows down again.

Another issue is that we originally had charter Internet, however, Frontier made a 5 year exclusive contract with the landlord. We were promised that we could still purchase charter if we weren't happy with frontier, but frontier cut all of charter's lines and covered them with drywall, so it's no longer possible to get charter internet.

Ticket: # 360618 - Internet Speed Issue**Date:** 6/24/2015 12:21:34 AM**City/State/Zip:** Minneapolis, Minnesota 55408**Company Complaining About:** Comcast

Description

My internet has been slowly loading for the last several weeks, and finally I decided to download an app to monitor my internet speed. Well over the last couple days I haven't once even gotten above 5 mbps (usually my speed falls in the threes, see attach image) and I'm currently paying for Comcast's Blast internet (which has an advertised speed of 50 mbps). I tried calling the Comcast customer support line, but I was passed off with no support to fix my issue other than to contact my router's/modem's manufacturer.

[Ticket: # 363786 - comcast internet in emeryville throttles speed](#)

Date: 6/25/2015 2:32:11 AM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Comcast, my ISP, often drops connections and web pages will time out, including Google.com. The service often gets throttled so I get 1/10 the advertised speeds or very high latency or both.

Ticket: # 367042 - Broadband

Date: 6/25/2015 8:45:00 PM

City/State/Zip: Anonymous, South Dakota 57325

Company Complaining About: Midstate Communications

Description

Midstate Communications is saying that they offer broadband speeds but they do not. They also trick users on their website into thinking they offer a 50MB connection speed. The highest connection speed the offer is 20Mbps download and 2Mbps upload. I believe the definition of broadband speeds from the FCC is 25Mbps download and 3Mbps upload. I'm sorry but i didn't enter my contact info because we live in a South Dakota and everyone knows everyone. I was hoping i could submit this anonymously. Here is their website link and a link were it looks like they offer 50Mbps. Can you have them stop calling it broadband or change their speeds? We are also not getting our advertised speeds all of the time. And yes our connection is fiber and we get this terrible service from them.

<http://www.midstatesd.net/>

<http://www.midstatesd.net/internet/download-speed-comparison>

Ticket: # 367235 - Throttled bandwidth

Date: 6/25/2015 10:37:56 PM

City/State/Zip: Massillon, Ohio 44646

Company Complaining About: Mctv

Description

In Massillon, Ohio, there are really only about 2 or 3 choices for internet. A satellite provider, AT&T DSL, and Massillon Cable. Massillon Cable (MCTV) does not let you use your own modem, the advertised speeds are never reached, and the service is very spotty. It's almost as if there's a monopoly, and they have outright stated that they will not be upgrading to the new 'broadband' standards because they don't believe the customers need it. They have a very poor rating on Google Review (2.1 average) and they are all saying the same thing. Is there anything that can be done? As far as internet service goes, MCTV is really the only viable choice if you need any kind of bandwidth.

[Ticket: # 367352 - Comcast internet speeds](#)

Date: 6/26/2015 2:58:36 AM

City/State/Zip: Clairton, Pennsylvania 15025

Company Complaining About: Comcast

Description

My comcast internet speeds keep dropping and I am not even coming close to the advertised speeds. Even during non-peak hours the speeds are often slow and it takes several minutes to load even a simple webpage.

[Ticket: # 373811 - Slower speeds than paid for](#)

Date: 6/29/2015 10:52:21 PM

City/State/Zip: Steubenville, Ohio 43952

Company Complaining About: Jefferson County Cable

Description

I pay for 3mpbs down and 1mpbs up. I rarely get the advertised speeds. At this point in time I'm getting barley 1mpbs down. I've attached a screenshot of my speed test taken at around 11PM at night which I would hardly call peak times. Unfortunately this is the only internet company variable in this area, which I'm not sure why because a few miles down the road you're able to get Comcast, Verizon etc. so I'm stuck paying for very slow speeds (3mbps) already and I'm not getting what is being advertised.

Ticket: # 374724 - CenturyLink formerly Qwest

Date: 6/30/2015 1:23:57 PM

City/State/Zip: Denver, Colorado 80207

Company Complaining About: Centurylink

Description

I previously had internet service with CenturyLink formerly Qwest several years ago. I only had the service for about a month as they advertised speeds up to 20 Mbs but I canceled when I could never get above 1.5 Mbs. I called to cancel the service and was told I had a contract and there would be a cancellation charge. I told them they weren't providing the service they advertised, they said it didn't matter, that was all they could provide in my location. I cancelled anyway as it was a completely worthless service. I just received a letter in the mail stating I owed for a cancellation fee. They are trying to charge me for a service they admitted they could not provide. I would like this company investigated for fraudulent practices. My address at the time of the "service" was (b) (6) [REDACTED], Denver, CO 80206, but I have provided my current address for this form.

[Ticket: # 374904 - At&t u verse](#)

Date: 6/30/2015 2:10:53 PM

City/State/Zip: Arcadia, California 91007

Company Complaining About: AT&T

Description

Uverse fails to supply the advertised speed on a routine basis. Rarely do I get the 6mbps that I am paying for. I experience almost daily interruptions and have contacted them numerous times. My service is out on average about 30 minutes a day.

Ticket: # 375955 - Atlantic Broadband internet, phone and cable service

Date: 6/30/2015 7:17:16 PM

City/State/Zip: Chester, Maryland 21619

Company Complaining About: Atlantic Broadband

Description

On May 7, I emailed ABB at onlinebilling and received no response. On May 17, I emailed them at emailsupport and received no response. I called and after being transferred twice and put on hold, "Alan" answered. I told him that our internet never reached anywhere near their advertised speeds, our phone has static and poor connections, and our cable cuts out constantly.

After receiving absolutely no response, at 6 p.m. on May 20, 2015, I called ABB and asked "Suzy" for the name and email address of a supervisor or manager. She transferred me to Sean, who stated that he is a customer service supervisor. I briefly explained our issues and asked again for a name and email address. After putting me on hold for several minutes, he said he could not give me that information. I asked for a general email and he gave me info@abb.net. Sean stated that adjustments are being made to bills and wanted to transfer me again. I asked to be called back. The fact that they will not give supervisors' names and contact info is appalling and very telling. They continue to advertise speeds and service that they fail to deliver and will adjust the bills of those who complain while continuing to rip off the citizens of QAC.

Someone named Stan called me back and stated that I would be credited \$27 for the past 3 months for a total of \$81. (Of course, I could not get this in writing because they will not email or even give last names.) When I paid my bill in June, I deducted that amount. Since then, several people from ABB have called my home from an 800 number that goes to a recording when I call it back. I did not have time to hold on the phone to speak to anyone. A couple of days ago, I got a notice in the mail that I owed them \$25. Today, my service was shut off and it took 45 minutes for Sherman, Chris, Cheryl and Bri to turn it back on AFTER I paid the \$25 I do not owe.

Bri stated the problems have been fixed in my area and that she would have someone else call me back. I just received a call from Bill who states they are crediting my account for another \$60. I'll believe it when I see it.

Today I did a speed test which was 10.72 for download and 1.17 for upload. These are the same speeds I have had all along. Nothing has improved. The phone is still full of static, and the cable cuts off and on. We have had technicians come out numerous times, and nothing has improved.

I am not going to take the time to call ABB every month and ask for a credit on my bill, which I may or may not receive despite what they say. Their customer service is abysmal. They advertise speeds and service that they do not deliver. (I PAY FOR THE FASTEST SPEED, 75 mbps download/5 mbps upload.) My only other choice in this area is Verizon, which we had a few years ago, and they were awful as well.

Ticket: # 376223 - Wave broadband is advertising speeds that they cannot deliver

Date: 6/30/2015 10:04:11 PM

City/State/Zip: Sedro Woolley, Washington 98284

Company Complaining About: Wave Broadband

Description

For roughly a year now wave broadband has failed to deliver the speed I am paying for. Sometimes I can get the advertised speed at like 3 AM in the morning. But all other times of day my speeds are throttled significantly. It's not uncommon for me to do a speed test at around 4-8 PM and get speeds of 10 megabits or less when I am paying for 110 mbit service. They have sent technicians to my house numerous times that have failed to resolve the issue. They always say that the wiring in my house is fine, and several techs have admitted that they do not have enough bandwidth to serve this area after doubling the speed of all plans. Every time I call into support about this issue they say they will have a supervisor call me back but they never do. I have heard several times that they are about to install some equipment to fix the issue but I've been hearing that for six months now and it hasn't happened yet. They are advertising a level of service that they know they can't deliver. I am paying over \$80/month for a level of service that I could probably be getting from DSL for \$20/month. They seem to be unwilling to resolve the issue.

Ticket: # 379291 - charging for non-achievable speed

Date: 7/2/2015 10:16:34 AM

City/State/Zip: Sparks, Nevada 89431

Company Complaining About: Charter

Description

Charter Communications says that it delivers 60 GB of internet speed. They used to have a slower service but I am now told that this is the slowest package that I can buy. I called them on 6-16-2015 because I was experiencing really slow service. My speedtest showed between 3 and 10 GB of speed. They ran a test online and got similar results. They made an appointment for the next day for a serviceman to come out but didnt tell me it would cost \$45. The serviceman came out and ran a hardwire test on his laptop and got 60 GB. I asked him to reproduce the results on my laptop. He disabled all wifi aspects on my computer and the test showed only 30 GB. We argued and he abruptly left without restoring any of the lines, wifi or computer settings he changed. I spent an hour undoing his mess and called Charter to complain. They ran several online tests and could only get up to 40GB after numerous attempts. It was then that they told me that they only guaranteed 70% of advertised speed. This episode took over two hours and resolved nothing. I received the bill for \$45 and called to complain. I asked for them to recind the charge but they refused. I filed a formal complaint with Supervisor Lindsey #2CE regarding the unprofessional conduct of Tech Mike #2457.

I would like your agency to investigate their business model of selling 70% of advertised speed achievable only after electronic manipulation of the bandwidth upstream from me. Normally the speed is 30% of advertised. I asked for a slower package so I don't have to pay for their fraud but was told that it was no longer available.

You should open an investigation into the widespread fraud that is the business model of this company.

[Ticket: # 383267 - Upload and download speeds do not match what our bill says](#)

Date: 7/5/2015 12:03:43 AM

City/State/Zip: Yuma, Arizona 85365

Company Complaining About: Centurylink

Description

Our advertised speeds for upload and download speeds are 40 mbs (download) and 5 mbs (upload). After running multiple speed tests after disconnecting all devices but one from the modem, we were only getting 7.55 mbs for downloads and 4.08 for upload.

Ticket: # 380582 - Internet speed never* as advertised

Date: 7/2/2015 5:08:50 PM

City/State/Zip: Sanford, Florida 32771

Company Complaining About: Omnispring, Llc Isp Through Broadstar Communications Llc.

Description

Speed advertised for my apartment complex, (b) (6), is 3 Mbps as "High Speed"

Please review attached BBB Complaint for the description.

*never = all but only a few occasions where they had some sort of glitch and I received more than the advertised speed over the past 1.25 years.

Ticket: # 384347 - Slow internet speeds, high prices, no alternatives

Date: 7/6/2015 12:02:49 PM

City/State/Zip: Springstead, Wisconsin 54552

Company Complaining About: Centurylink

Description

I am a customer of CenturyLink and receive "high speed" internet service which is far below the advertised speed and national average.

I am currently paying \$ 83.90 per month for 1.5 Mbps download and 0.256 Mbps upload with phone service and I am receiving only 1.0 Mbps download and 0.125 Mbps upload on average with speeds less than that during peak usage in my area. At times the internet speed is dialup speed or stops and devices cannot connect to internet sites or services. Currently at my location this is the only service plan and ISP available.

According to a recent report by the FCC the 4 Mbps/1 Mbps standard set in 2010 is dated, inadequate speed and the standard broadband offering should be 25 Mbps/3Mbps.

<https://www.fcc.gov/document/fcc-finds-us-broadband-deployment-not-keeping-pace>

A report by CNN found the average website is two times larger than the average site from three years ago, according to data tracked by HTTP Archive. <http://money.cnn.com/2015/06/16/technology/web-slow-big/>

During this time CenturyLink has made no improvements on their "last mile" infrastructure and as more users have come on board the observed speeds have been dropping. CenturyLink has no plans to improve their network knowing they are a monopoly with communications in the area.

Using cellphones for internet is not an option since there are very few towers in the area and the only one in Springstead is operated by CenturyLink. That tower is powered by a fiber optic line along the highway which is owned CenturyLink. They state they are offering access to other cellular providers but no one has taken them up on this offer because of unknown terms or pricing.

Requested Resolution:

I am paying higher than the national average and receiving lower than the national average for speed and performance.

We are looking for CenturyLink or some other company or government entity to provide high speed internet service (25 Mbps download and 4 Mbps upload) at a price that is fair and reasonable.

[Ticket: # 386186 - Minkoff - Complaint against Comcast7](#)

Date: 7/6/2015 10:52:59 PM

City/State/Zip: Monterey, California 93940

Company Complaining About: Comcast

Description

Download speeds not at advertised speeds. Advertised 75 mbps. Actual 7 mbps. Cannot conduct video calls.

Ticket: # 386252 - Suddenlink Internet Data Caps

Date: 7/7/2015 12:24:00 AM

City/State/Zip: Saint Marys, West Virginia 26170

Company Complaining About: Sudden Link

Description

Advertised and billed bandwidth speeds are not able to be used consistently without being charged with "overage" fees for exceeding "Data limits". This has effectively reduced usable bandwidth per month to less than legal definitions of broadband speeds.

Example: Suddenlink advertises 50mb/s internet for X dollars. 250GB of data is all you're allowed for a month's service. At full advertised speeds you could use up your "Data Allowance" In less than 12 hours of continuous download speeds (Not even mentioning Uploading). After that you pay an additional \$10 for every 10GB. So if you can use all of your purchased "Internet" in 12 hours If you were to draw out the "Data Allowance" over the month constant internet bandwidth would be less than 1mb/s without hitting "overage fees".

Suddenlink has effectively found a loophole into penalizing customers who purchase and use Internet based non-cable entertainment (ie. Netflix, Hulu, Amazon, etc.). Not only are they a Monopoly for high speed Internet in the majority of the area, but they are using very deceptive practices to falsely advertise usable bandwidth speeds and there is no other choice for for customers but to suck up fees for using services they have already paid for. Instead of slowing down the connection prohibited by Open Internet, they have effectively found a way of limiting the time you can stream your paid service for and charging the customer if they exceed their "Data Usage"

[Ticket: # 400522 - Awful internet speeds](#)

Date: 7/13/2015 7:34:02 PM

City/State/Zip: Boulder, Utah 84716

Company Complaining About: South Central Communications

Description

Hi I'm submitting a complaint for South Central Communications in Utah. I have attempted many times to get them to upgrade/fix the internet in the Boulder Northern Subdivision. We are advertised speeds of 15mb/s, but RARELY ever get over 2-4mb/s. Everyone in the subdivision has no choice but to use South Central and with websites requiring more bandwidth every year it's becoming unusable. ANY help would be greatly appreciated. I don't know the all the laws, but I do know that internet is classified as a utility now and we are barely receiving it.

Ticket: # 401035 - Time Warner Cable poor peak hour speeds due to congestion

Date: 7/14/2015 9:09:02 AM

City/State/Zip: Matthews, North Carolina 28104

Company Complaining About: Time Warner

Description

Hello, I am no longer getting my advertised speeds that I pay for during peak hours. During the day I get around 55-65mbps down and 5-6mbps up while I pay for 50mbps/5mbps. The issue comes up at night when my speeds go from the above to 5-15mbps down and 5-6mbps up (download speeds are the issue). I have tried contacting TWC and they have reset my modem a number of times. I am using a wired connection and have connected directly to the modem to rule out all other issues. The neighborhood node has become congested and requires a node-split. TWC is reluctant to do this because they do not want to spend the money.

Ticket: # 407180 - Internet Speeds**Date:** 7/16/2015 1:57:33 PM**City/State/Zip:** Loxley, Alabama 36551**Company Complaining About:** Centurylink

Description

I have contacted my service provider multiple times with various reports of online speed tools and measurements; and can honestly say their advertised speeds of 3 mbps is false, and often only 1.2-1.5 mbps. In addition, when heavy bandwidth applications such as videos are being used they tend to lag when a certain point has been reached. I feel that manipulating the bandwidth in neighborhoods is a poor business practice to insure collective growth for that company while not offering what their contract states. Also, other areas with higher speeds such as 10 mbps pay the same price as residences that only receive 3 mbps (because it is not offered yet). This is the only provider in this rural area and it feels like a bullying tactic to provide sub par service.

Ticket: # 410963 - Suspected untruth of "high speed internet" claims and questionable business practices

Date: 7/18/2015 12:29:30 AM

City/State/Zip: Starkville, Mississippi 39759

Company Complaining About: Maxxsouth Broadband

Description

Around six months ago, my local ISP was bought out by a company previously unheard of to myself. Metrocast (the former ISP) was acquired by Maxxsouth (current ISP) and has delivered nothing but false promises of high internet speeds and decidedly poor customer service. My monthly bill is around 80 dollars a month for solely internet service. The package I pay for monthly promises speeds of 55 Megabits per second download speed and 5 Megabits per second upload speed. I do not now, nor have I ever received such speeds. In fact one hundred percent of the time they are less than half of the promised and advertised speeds. Not only is this akin to highway robbery, it also defies the standard for what can be considered broadband internet in The United States. (I've never gotten over 20 Mbps according to numerous speed tests) For about the past three weeks I have ran speed tests on various sites at various times during the week. They all consistently point to the fact that I am simply not getting what I pay for. I have contacted customer service numerous times about this issue. They have sent "technicians" out to my house numerous times to no avail. There was even one incident where a gentleman came out to fix the issue, did some basic troubleshooting, called another technician to assist him, left my house and the other technician never arrived nor made any attempt at reaching me by phone. Had I not called Maxxsouth the following Monday I most likely would have never heard from them again. For some odd reason Metrocast still provides customer service support to the Starkville area. However, when attempting to access the Maxxsouth website via any computer on my network to contact someone by e-mail, the site loads for about 30 seconds and never pulls up. I can provide evidence of all of my claims and eagerly await further assistance.

Ticket: # 412310 - Slower than Advertised Internet Speeds- False Advertising

Date: 7/19/2015 2:19:19 PM

City/State/Zip: Sycamore, Illinois 60178

Company Complaining About: Comcast

Description

I pay \$54.99/month for a 50mbps internet connection. I routinely experience service that is less than half of what I pay for, and sometimes speeds 10% or less.

When I call to get the issue resolved, Comcast will only say, "We do not guarantee internet speeds." So why can they sell different tiers of internet speed if they are unable to guarantee the advertised speed?

When we have asked to have someone come out to our apartment, Comcast says they will send someone, for a price. They actually want us to pay for a "technician" to come to our address to diagnose any issues with their equipment!

Ticket: # 425404 - Speeds not as advertised, have been decreasing over time

Date: 7/24/2015 7:19:47 PM

City/State/Zip: Baldwinsville, New York 13027

Company Complaining About: Frontier Communications

Description

Frontier Communications has continually provided slow service which is nowhere close to advertised speeds. Additionally, the speed has dropped over time. Though they advertised initially speeds up to 12 mbps, it has never been near this and now they advertise speeds only up to 6 mbps. Before our speeds would top out at around 2 mbps, but since the introduction of the advertisement for 6mbps Internet these speeds now top out at around 1mbps. A few years back when a service technician came out to fix our modem he bluntly stated my father was wrong in asserting that we used to get data at a rate faster than 2mbps due to Frontier never offering speeds faster than that(though those speeds were advertised at the time as being up to 12 mbps). This is a clear example of a Frontier employees admitting that Frontier doesn't offer advertised speeds. Most days my mother can't even watch YouTube videos or visit Web pages without having to wait several minutes for content to load. Contacting Frontier about the issue has led nowhere and they have done nothing to alleviate the problem. Frontier is the only provider to our house without paying thousands of dollars for a cable company to put in new lines. We've dealt with poor customer service for years and Frontier doesn't seem to care because they are the only kid on the block. Apologies for the wall of text but this is the last place we can turn.

Thank you and best regards,

(b) (6)

[Ticket: # 426841 - Windstream speed issues](#)

Date: 7/26/2015 9:36:34 AM

City/State/Zip: Clayton, Georgia 30525

Company Complaining About: Windstream Communications

Description

Windstream's advertised speeds do not match actual speed performance.

Ticket: # 428768 - Inability to Connect and Slower than Advertised Speeds**Date:** 7/27/2015 3:29:50 PM**City/State/Zip:** Wisconsin Dells, Wisconsin 53965**Company Complaining About:** Frontier Communications

Description

For years, Frontier Communications has been providing our family with lackluster and unsatisfactory internet service. Because of our geographical location, our only affordable option is Frontier - services like Charter, Time-Warner, Comcast, and other fiber services are unavailable. For years, our family has been paying for services through Frontier, including Internet, which has been labelled with speeds "up to" 1.5 Mbps, 3 Mbps, and even 6 Mbps. I can tell you that we have never received these advertised speeds, even when calling and inquiring why our speeds were so low in comparison to the advertised speeds. The only response we have ever received has been a run-around answer about signal degradation in the copper cable running from the server location to our home. When asked if they could upgrade our cable so that we could get advertised internet speeds, they did not offer to do an upgrade or offer us a discount on our monthly rate (even though we aren't getting the service we should be).

Over the last few months, our internet service has been shutting off and on, requiring us to reset our modem and router every few hours. We called and asked Frontier to fix our issue, who told us they would give us a new router. The new router was installed and the same issue persisted. We called and asked for assistance again and were told that a technician would be out "in the next couple weeks" to look at our exterior box to fix the issue. Allegedly, a technician came and "fixed the problem", which we know to be untrue because there is no way the technician could have physically accessed the box. Our issue, unsurprisingly, persisted. We called yet another time to see if we could fix the issue, and a technician was scheduled to come to our home to diagnose the issue on 7/21/15 or 7/22/15; the technician never came and we received a call on 7/24/15 from a representative telling us that our issue should now be solved. About two hours after receiving that call, the same issue persisted yet again. Wanting to fix our problem myself, I decided that I would like to purchase my own DSL modem and router to hook up myself and not have to contact Frontier each time we had an issue. After contacting Frontier about this, we were informed that we would not be able to use our own modem with Frontier service because of the unapproved equipment, and that they would not activate such a device on their network. I am writing this message now after having to, yet again, reset our DSL gateway combo.

Frontier has not fixed our issue and has become increasingly unhelpful in finding a solution to our problems. It is obvious that they are uncooperative in assisting customers, and it has gotten to the point where they won't even bother to send a technician out to help us, but also won't let us use our own equipment. We are stuck in a perpetuating and frustrating circumstance in which we can neither receive nor help ourselves.

Ticket: # 438386 - SLOW internet that is not the speed that was advertised

Date: 7/30/2015 7:53:33 PM

City/State/Zip: Cullowhee, North Carolina 28723

Company Complaining About: Frontier Communications

Description

Frontier Communications advertises 6Mbps internet speeds for my zip code in my area. This has been consistent in the 3 years I have lived here. It turns out they have locked my speed at 3Mbps, yet I am still paying the same as their advertised costs for their 6Mbps speeds. I have called to complain and despite the fact that the slow speeds are known throughout the company for my area, they haven't managed to fix their false advertising on their website, nor have they fixed the infrastructure problems in my area that is causing the slowdown. In addition, though the company knows we are not getting the advertised speeds, they continue to add new customers to the area, slowing everyone down even more. This is ridiculous, made even more so by the fact that this terrible company is our only option for anything faster than dialup, outside of Satellite, which shouldn't even be considered a comparable option.

[Ticket: # 438559 - Comcast data speed complaint](#)

Date: 7/30/2015 9:03:25 PM

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: Comcast

Description

I believe that Comcast is throttling my internet speeds based on my household's usage, outside what is the advertised speed for the service I have purchased.

[Ticket: # 438670 - advertised data speed vs actual](#)

Date: 7/30/2015 9:53:29 PM

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

I pay for comcast's up to 25 mbps program. the highest speed I have seen is 16.5 mbps. I found an xfinity store nearby, and their explanation was usage in the neighborhood will change my speed. If I haven't even experienced 70% of the speed that was advertised, it should be false advertising in regards to advertised speed vs actual. I also cannot find any data on Comcast average actual speeds.

Ticket: # 438735 - ATT SUCKS

Date: 7/30/2015 10:19:51 PM

City/State/Zip: Hilliard, Ohio 43026

Company Complaining About: AT&T

Description

Lower than advertised speeds, implementing data caps with no notification and frequent connection drops.

[Ticket: # 443647 - Comcast and advertised speed](#)

Date: 8/3/2015 11:54:40 AM

City/State/Zip: Salt Lake City, Utah 84102

Company Complaining About: Comcast

Description

I live in Salt Lake City. We pay \$120 for "up to 120Mb/s." We never get 120Mb/s, ever. During peak hours, we only get 15Mb/s. Also we never get the full 120Mb/s. I think it should be illegal to advertise a certain speed with such a large disparity between advertised speed and actual speed.

Please put rules in place and enforce them as quickly as possible.

Ticket: # 445452 - Data throttling

Date: 8/3/2015 8:47:45 PM

City/State/Zip: Northport, Alabama 35473

Company Complaining About: Comcast

Description

Comcast throttles my data constantly. Although I am paying for a 50mb/s download speed (that they recently upped to 75mb/s) I only receive between 10mb/s and 30mb/s average, with speeds as low as 1.2mb/s. The highest speed I have ever recorded is 36mb/s. Currently, it is sitting at 10.45mb/s ((b) (6)). That is, I only receive between 2% -40% of the advertised speed for which I am billed. This impacts my family's ability to utilize our internet, other internet-based services we pay for (e.g., Netflix, Amazon Prime), or work-based sites. I have contacted Comcast customer service multiple times and they claim the issue is resolved, which is never the case. We have kept a cable and internet package with Comcast for over a year, and if AT&T offered U-verse in our area, we would switch. However, regional monopolies make this impossible. I just want my ISP to honor their contract.

Ticket: # 445861 - Deceptive Service

Date: 8/4/2015 9:11:25 AM

City/State/Zip: Chipley, Florida 32428

Company Complaining About: AT&T

Description

We had DLS Light internet service from ATT. They were the only DSL provider in our neighborhood.

The service was supposed to offer up to 768kpbs. We were never able to get speeds of over 300kpbs.

After numerous interventions and a complain, ATT replaced the DSL modem but this did not improve the speeds.

ATT is using false and deceptive advertising that than can deliver DSL services while the know that they can't even provide even one half of the advertised speed.

We were forced to use their service since there was no alternative for internet access but feel completely mislead and cheated for years since ATT sold a service and continues to sell a service in our neighborhood which they cannot deliver on.

Ticket: # 446732 - Mediacom Internet - Not providing service advertised

Date: 8/4/2015 1:24:13 PM

City/State/Zip: Fairhope, Alabama 36532

Company Complaining About: Mediacom

Description

We recently signed a contract with Mediacom and pay for 100 Mbps of service. However, since signing up at the end of June I have already had to change my modem due to an intermittent internet signal. Now the current box no longer works. After calling July 25, I was told I could get a service appointment August 13. So I am basically paying for a month's worth of internet service without actually receiving the outlined service.

While I understand the contract says up to 100 Mbps, it is concerning to see the internet speeds actually showing up on speedtest.net. After running the test at 12:20 pm, 8/4/2014, my download speed was 2.57 Mbps and upload speed was 0.21 Mbps. Previously these have been closer to 24 Mbps - which is still slow but better. Either way, this is NOWHERE close to the advertised speed.

Ticket: # 447531 - Poor Internet Speeds

Date: 8/4/2015 4:32:58 PM

City/State/Zip: Spokane, Washington 99218

Company Complaining About: Comcast

Description

During peak hours, my home receives well less than the advertised speed. We pay for 100mbps down, but between 5-11PM, it fluctuates from 50-70mbps. This will only become a bigger problem for us as the rest of our roommates move in at the end of the summer.

Ticket: # 448706 - Slow Internet Speeds

Date: 8/5/2015 4:14:10 AM

City/State/Zip: Papaikou, Hawaii 96781

Company Complaining About: Time Warner

Description

Our internet speeds drop down to 5mbps from 4pm until about 12 pm during weekdays and all weekends. We get advertised speeds all other times at 30mbps. I have contacted Oceanic Time Warner multiple times with no luck. I either get hung up on or they say there is no problem showing on there end. The property with the issue is different than my mailing address listed below. Issues are in Keaau HI 96749.

[Ticket: # 451538 - Internet speed not matching high speed def](#)

Date: 8/6/2015 2:59:56 AM

City/State/Zip: Lafayette, Indiana 47905

Company Complaining About: Frontier Communications

Description

The internet we get is being billed and marketed as high speed broadband however the speeds we get are 7/1 on a good day and 3/.3 most of the time. We almost never get the advertised speed.

Ticket: # 456799 - Comcast lies about internet speed

Date: 8/8/2015 3:16:27 PM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: Comcast

Description

For a little over a month now our comcast internet that we pay a premium for has been slower than snails. We pay for their 75mbps service but our download speed is never anywhere near that. Last I tested (which was today) we are getting 23mbps, far lower than their advertised speed even with multiple devices being used at one time.

Their service is atrocious at best! Every time I call comcast for customer support it is a labrynth of operators, being put on hold, talking to people who barely speak English and a total run around only to find out "sorry sir, we can't help you".

Why this company isn't being investigated for internet and cable tv monopoly, poor customer service false advertising and price gouging for a sub-par service is totally beyond me. If Microsoft can be fined for monopoly how is it that Comcast can basically get away with murder and not have anyone even bat an eye at them?!

At present I'm convinced that they are slowing my internet speed because I'm not renting a modem from them. I purchased my own modem which is identical to the one they would rent to me and our speed is terrible compared to what we are paying for.

I believe it is your duty to investigate Comcast immediately for their deceptive practices and the totally mis-advertised sub par service. A service they are contractually obligated to provide to their customers. They require customers to adhere to the contract, where is the justice for us customers to have them live up to their end of the bargain?

This company needs to be stopped. They own far to much of the communications in this country. There is no room for meaningful competition anymore.

Ticket: # 460050 - Terrible Internet Speed vs. Advertised

Date: 8/10/2015 8:36:47 PM

City/State/Zip: Niskayuna, New York 12309

Company Complaining About: Time Warner

Description

Advertised speeds are 25-50mbps+ and I have been getting around 1to 2, sometimes it is better on off-peak hours, but never goes above 12 (only in the dead of night). Ping time is horrendous. There are no competitors here, no way to get any other decent service.

Ticket: # 471838 - Constantly Underserving Consumers**Date:** 8/17/2015 4:57:15 AM**City/State/Zip:** Pocatello, Idaho 83201**Company Complaining About:** Centurylink

Description

I've previously had DSL in the town of Pocatello, ID when the provider was Qwest and the service was generally stable, with speeds relatively close to properly advertised speeds. For the last two weeks (and many other times in the past), the speeds I have been getting on the connection that is supplied by my landlord is around 0.6-0.9 Mbps downstream, the advertised speeds for business (which is the package my landlord has and uses for us tenants in the apartments below the store) is 20 Mbps. In addition, server pathpings show a high rate of packet loss coming from servers inside Centurylink's network. A quick look at Downtetector.com often shows consistent reports of sub-optimal or sometimes non-existent service. The fact that there is only 1 other ISP available (CableOne) who is just as bad in delivery of service on this side of town means we really have no options for reliable internet.

[Ticket: # 473535 - Comcast Speeds](#)

Date: 8/17/2015 5:45:38 PM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

Comcast advertises the speed of our tier internet to be 75mbps. Our average download speed is 25mbps with our highest ever speeds reaching 50mbps for a brief moment. We have updated our modem and router as suggested by Comcast. The cables to our house are also newly replaced. We have done everything we are supposed to to get our advertised speeds and yet we never have.

[Ticket: # 474247 - Comcast throttling pt2](#)

Date: 8/18/2015 12:11:37 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

Comcast has been throttling my internet speeds as soon as any download or stream is started. I'm paying for an advertised 50 MB/S but when I start a download that is using 3.5 MB/S my internet speeds suddenly drop to below 1 MB/S

I'm not sure how the 50MB/S connection is being so overburdened by a medium sized download that it makes opening even a simple webpage impossible. If I'm paying for a service then I should at least get something close to that advertised speed, not 1/50th of it on a regular basis.

I'm using a connection that is direct from the cable modem to the pc via ethernet cable. I've tried powercycling the modem and computer and I'm not running any other third party applications other than a download and it's still totally shutting down my internet as soon as I try to use it.

Ticket: # 479364 - Not even close to 150 Mbps advertised

Date: 8/20/2015 2:24:26 AM

City/State/Zip: Pacific Grove, California 93950

Company Complaining About: Comcast

Description

I recently moved from Palos Verdes, CA to Pacific Grove, CA. Prior to the move I researched and found that Comcast Xfinity seemed to have the best advertised speeds. I had to get two separate accounts for my one address to receive the speeds needed for my wife (HP) and me (Veterans Affairs) to telework. Since the 15th I have had a tech come out to repair my connection yet still have speeds between 20-30 Mbps. I was told if I wanted to have a tech come out I would be charged. I opted to wait until my second line is installed before taking further action but am concerned if the one line doesn't get but 20-30Mbps what will happen when I am paying for two 150 Mbps lines (300Mbps in Total) and only getting 40-60Mbps(If proportionate to current). I may be seeing this wrongly but it seems to be deceiving and unjust that they can take my money and hide behind "different factors" and not be motivated to reconcile the situation. I realize that many things can impact speeds but to consistently get 120Mbps less than you pay for is unacceptable.

[Ticket: # 485086 - Hughesnet Internet](#)

Date: 8/23/2015 12:41:18 PM

City/State/Zip: Norlina, North Carolina 27563

Company Complaining About: Hughes Net

Description

Ive had service with hughesnet for a year and the first 2 months my speeds were well over advertised speeds of 6mbps. After that my speeds started to constantly get slower and slower over time. Currently my speeds are 268 kbps. All I get from hughesnet is run arounds. They constantly blame the consumers equipment. Ive got 3 routers and ive had the same problem with speed no matter how my devices are connected. Even with laptop connected directly to the modem. Numerous other customers have the same issues and customer service reps at hughesnet are extremely rude and dont try to resolve issues.

[Ticket: # 487596 - slow speed](#)

Date: 8/24/2015 6:52:33 PM

City/State/Zip: Edmonds, Arizona 98026

Company Complaining About: Comcast

Description

On 8-22 (all day), 8-23 (evening), and 8-24 (1 pm through the afternoon) slower than advertised speeds...too slow to even access comcasts website to perform speed test (Comcast page wouldn't even load, FCC website wouldn't load, search engine results would not even load - everything timed out)

Ticket: # 491552 - Centurylink's Fraudulent Claims Of Internet Speed**Date:** 8/26/2015 12:57:32 PM**City/State/Zip:** Colfax, Wisconsin 54730**Company Complaining About:** Centurylink

Description

I've paid for 1.5 MBS download speed to Centurylink for the last 6.5 years. Initially, the advertised speed was adequate and I was satisfied. Over the last 5 years, the speed has become slower and slower to the point of .1 MBS download speed multiple times weekly. I consistently have download speeds of .25-.40 MBS. After multiple phone conversations, tests, and service technician appointments at my residence. I have been told there is nothing they can do; however, I am expected to pay for a service (speed) Centurylink does not provide. I am convinced Centurylink has oversold my area to the point of bandwidth exhaustion.

[Ticket: # 495505 - Not receiving advertised speed and connection](#)

Date: 8/27/2015 8:23:52 PM

City/State/Zip: Mckinney, Texas 75071

Company Complaining About: Time Warner

Description

We are not receiving the advertised speed. We do not have consistent availability of services.

Ticket: # 501614 - Comcast Internet Speeds

Date: 8/31/2015 6:25:52 PM

City/State/Zip: Sebastian, Florida 32958

Company Complaining About: Comcast

Description

Comcast advertises my speed for 10mbps yet when I check my internet speed on my computer I barely get 2mbps.

Their customer service (based in foreign non-english speaking countries) sucks. None of their customer service reps can answer me truthfully why I am not getting the advertised speed or at least close to what the advertised speed is.

Ticket: # 504135 - Internet spotty-ness continues

Date: 9/1/2015 5:46:43 PM

City/State/Zip: Lincoln, Nebraska 68508

Company Complaining About: Time Warner

Description

I filed a complaint about a week ago with links to speed tests demonstrating TimeWarner's inconsistent internet speed. It occurred again today for around 3 hours and so I am sending more links to prove my case. The speed increased, though it is still not at the advertised speed of 16mb/down, 2mb/up.

Links below:

<http://www.speedtest.net/my-result/a/1436663242>

<http://www.speedtest.net/my-result/a/1436668811>

<http://www.speedtest.net/my-result/a/1436726768>

Ticket: # 504809 - Speed Considerably Lower Than Advertised

Date: 9/1/2015 10:18:12 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Time Warner

Description

We pay for TWC's most expensive plan available in our area. It's the "Ultimate" plan offered in Brooklyn, NY 11206, confusingly itemized as a \$60 "Extreme" plan + a \$50 "Ultimate Upgrade" - \$20 "Service Discount" (?). I use the speedtest.net app at least 3x at once and consistently find an average of 15-20 Mbps, well below the advertised speed.

The bill is purposely obscure to discourage consumer complaints and provider accountability. The speed is considerably slower than advertised. There is no competition available, TWC enjoys a monopoly and there's no alternative.

Please help. Thank you.

Ticket: # 508194 - False advertising/Poor Service

Date: 9/3/2015 11:19:30 AM

City/State/Zip: Big Lake, Minnesota 55309

Company Complaining About: Windstream Communications

Description

Paying for 6Mbps but can only get 3. Called on Aug. 14th to complain and they said there is a 'congestion outage' in our area. Called again Sept. 2 and they are still having the 'congestion outage' and would not provide a date on when it would be resolved. Consumers in the congestion area are being over charged for their service. I complained and asked for a credit on my bill. How many others in the area are paying full price and not getting advertised speed? The company knows there's an issue in the area and should be compensating their customers, and we shouldn't have to wait 18+ days for them to fix the issue.

Ticket: # 510864 - Comcast Complaint**Date:** 9/4/2015 1:41:58 PM**City/State/Zip:** St Paul, Minnesota 55117**Company Complaining About:** Comcast

Description

I ordered Comcast Blast Internet with advertised speed of 50-105 mbps. I used the service for a year at a promotional rate of \$34.99. When my promotion ended I was charged \$78.95 in advance for a month's service. I was unhappy and called upon four representatives in an attempt to lower my rate given the fact my computer was testing out at speeds of 3-8 mbps. After approximately five hours online with Comcast, I was switched to a plan for \$44.95 for 50 mbps and sent to the technician who stated she fixed the speed issue and I am still consistently getting under 10 mbps (between 3-7) and being charged for 50. There is an incremental price increase from 3 mbps to 6 mbps to 50 and 50-105 mbps but even at the highest speed (50-105) mbps speed I have never achieved more than 10 mbps even with the technician correcting the problem. I don't believe I should be charged this month the \$78.95 for the 50-105 fee if I am receiving 3-8 mbps. I don't feel that I should have been pressured into buying worthless cable either to lower the cost of my Internet after the promotion ended. After five hours dealing with Comcast, I was promised a \$44.95 monthly bill for cable and Internet with a speed of 50 mbps but I still do not have Internet speed anywhere near that level. I feel Comcast is overcharging me for services I don't have and I should be charged at a much lower level. They also shouldn't advertise speeds that are impossible to achieve. I was told, for example, my speed could be reduced if I had multiple devices connected to my Internet, but I have a security key and other than my desktop computer, there are not more than 2 possible 3 devices ever connected to my Internet.

[Ticket: # 512673 - Internet speed and data caps](#)

Date: 9/5/2015 5:07:45 PM

City/State/Zip: Quakertown, Pennsylvania 18951

Company Complaining About: Comcast

Description

Comcast routinely slows down our internet connection to near dial-up speeds on a weekly basis, each time they do it takes a few hours on the phone with them for them to fix it. After they do fix it, we only get our advertised speed for a day or two before they start to slow to out connection again. For someone who works from home and needs to internet to do their job this greatly reduces my productivity at work and lengthens my working hours greatly. After Comcast puts into place their 300GB data cap doing my job will become implausible.

[Ticket: # 514109 - Internet not working](#)

Date: 9/7/2015 12:13:53 PM

City/State/Zip: Chicago, Illinois 60642

Company Complaining About: Comcast

Description

Have had service for 2 years, internet continues to go in and out; now it's out of service more often than it is working properly. Comcast refuses to refund any money, and they refuse to send a tech out without charging a 39.95 fee. I am charged \$70 a month for 20megabit service that never reaches the actual advertised speed. They are the only ISP available in my area (Chicago). Literally don't know what to do, am being forced to use my phone's data for important business.

Ticket: # 531158 - Comcast/Xfinity internet problems

Date: 9/15/2015 8:42:39 PM

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

My Comcast internet connection is chronically slow and consistently fails to deliver the advertised speeds for which I am paying exorbitant amounts of money each month. They are even charging me an extra \$10/month for a "speed increase" called "Blast Internet" (which they previously gave to me for free due to complaints) even though my internet connection is constantly lower than it should be. Repeated calls to customer service have failed to resolve the issue month after month. The following hyperlinks are examples of the low, unusable speeds I am experiencing:

<http://www.speedtest.net/my-result/4595887803>

<http://www.speedtest.net/my-result/4617059947>

<http://www.speedtest.net/my-result/4617066265>

<http://www.speedtest.net/my-result/4666814450>

[Ticket: # 531962 - Time Warner Cable unreliable data speeds](#)

Date: 9/16/2015 11:55:27 AM

City/State/Zip: Van Nuys, California 91405

Company Complaining About: Time Warner

Description

I have the 300mbps plan with Time Warner Cable. Unfortunately, I have not been able to get anywhere close to the advertised speeds at my place. At random times during the day, I have been only getting about less than 70mbps, nowhere close to what the advertised speed stated on my plan.

[Ticket: # 544737 - Slow Internet](#)

Date: 9/22/2015 4:28:28 PM

City/State/Zip: Louisville, Nebraska 68037

Company Complaining About: Windstream Communications

Description

I am currently only receiving less than 1 mb/sec, which is less than the advertised speed

Ticket: # 545613 - Ongoing interruption of internet connection/horrific internet speeds

Date: 9/22/2015 9:22:52 PM

City/State/Zip: Schnecksville, Pennsylvania 18078

Company Complaining About: Service Electric (Lehigh Valley)

Description

I purchase High Speed internet service through Service Electric (Lehigh Valley) who actually resells it after purchasing it from Pen Tel Data. I currently pay almost \$50 per month for a 25 MBPS High Speed Package.

For the 120 days I have experienced chronic buffering and internet speed issues. This occurs after 7:00 p.m. each evening. It literally makes streaming any type of media via smart tv, game console or tablet absolutely impossible. I have documented these issues via video.

I have upgraded/replaced my modem/router (as suggested by Service Electric technical support. The technical support rep claimed the Motorola modem/router combo they provide is poor) and have had technicians and installers out numerous times to attempt to rectify this situation. Tonight was the final straw, as customer support informed me that the equipment I have was not supported by Pen Tel Data. This was the EXACT equipment I was told to purchase by Service Electric and the very same equipment that both a cable installer as well as technician from Service Electric assured would work just fine when they were out troubleshooting my connectivity issues..

Over the past week, I have taken speedtests of my download speed. In every case I am not receiving anywhere near the advertised speed I am paying for (which is 25 MBPS) The following is a list of download speed test times that i have captured over the past several weeks using still photography as well as video recordings. Please keep in mind these speed issues manifest MAINLY after 7:30 p.m. each evening. We do not seem to have these issues nearly as often during the daytime.

9/22/15: 0.31 (yes....0.31)

9/22/15: 2.83

9/14/2015: 5.39

9/13/2015: 14.22

This is a systematic problem that neither Service Electric nor Pen Tel Data seem willing/able to resolve. Because Cable companies have been allowed to "stake out" exclusive territories within my geography, I have no choice but to continue to pay for internet service that is not even as reliable as dial-up.

My research also indicates that these types of problems are not just limited to my experience, but to the VAST majority of SECV internet customers. An hours worth of research online will prove to any interested party that the subpar internet service being provided has been well documented over the past few years. Service Electric/Pen Tel Data seem to remain unconcerned about these complaints regarding their internet service issues as the protected state of their "territories" means that there

cannot be a competitor in this market. This lack of competition quite obviously is NOT in the best interests of consumers as it does not compel existing service providers to provide a product that is even remotely close to what is advertised.

I request the the FCC investigate the blatant disregard Service Electric as well as Pen Tel Data have for providing ISP services (including internet speeds) at advertised package prices. Furthermore, I request that the FCC compel these companies to advertise and sell their Internet Services at the true speeds consumers can expect to receive. I believe that consumer protections in this area are necessary to ensure the safety of the general public.

I am happy to provide whatever material assistance the FCC deems necessary including screenshots and video proof of the above issues.

Ticket: # 559138 - False advertizing-CenturyLink advertizes & bills for internet speeds in an area where it has no infrastructure to deliver charged-for speeds

Date: 9/29/2015 4:48:09 PM

City/State/Zip: Eden Prairie, Minnesota 55346

Company Complaining About: Centurylink

Description

CenturyLink advertised (including mailers, radio, door-to-door sales representatives) and in fact billed for high speed internet (40 Mbp download). However CenturyLink provided only low speed (9 Mbps download fastest timed--with just ONE device on the line at the time this speed was observed)—significantly overbilling for services. After many contacts to CenturyLink regarding low speeds, they sent a repairman who, after internal testing of house equipment found nothing wrong with home equipment, stating that the issue was external equipment towards Duck Lake Trail, and that the infrastructure is not in place for high speed internet; issues with internet could not be fixed because they didn't have infrastructure to provide service in first place. I therefore cancelled service on 1/17, given their incapacity to provide high speeds. I would not have needed to cancel services had they provided advertised speeds.

CenturyLink continued to bill for service, even after 8 contacts regarding cancellation (phone, email, in writing). They then turned billing over to a collections agency. After 5 months of trying to get CenturyLink to stop billing me, and being constantly called by their collection agency, I contacted the Minnesota Attorney General. After CenturyLink was contacted by the Attorney General, they RAISED the amount which they claim is owed from \$56.03 to \$200. After the first collection agency Convergent solutions declined to pursue collections, CenturyLink turned the bill over to a second collections agency Central Credit Services (formerly Integrity Solution Services Inc) on 9/22/15. CenturyLink is attempting to collect a new fee for cancellation of a service which was never provided (i.e., high speed internet), in an area where they do not have infrastructure to support it. I feel strongly that this is a case of false advertising, since CenturyLink not only advertised a service which they are aware they do not have in the area, but also billed for it.

[Ticket: # 568446 - Internet speeds](#)

Date: 10/4/2015 3:35:47 AM

City/State/Zip: South Bend, Indiana 46615

Company Complaining About: Comcast

Description

I just started services at a new address with Comcast and I rarely ever have access to my advertised speed of 25 MBPS and every time I call they just repeatedly make me switch departments and put me on hold until I'm forced to hang up.

[Ticket: # 586286 - Connection speeds less than 1% as advertised](#)

Date: 10/12/2015 11:42:32 PM

City/State/Zip: Pinedale, Wyoming 82941

Company Complaining About: Centurylink

Description

Centurylink provided internet connectivity is between .01% - 2% of their advertised speed from 3pm until midnight in the Pinedale, WY area.

[Ticket: # 588872 - Centurylink not delivering promised speeds](#)

Date: 10/13/2015 11:19:01 PM

City/State/Zip: Franktown, Colorado 80116

Company Complaining About: Centurylink

Description

I understand that during peak hours ISPs will struggle to maintain advertised speeds, but I am paying for a service that is 20 Mbps downstream and < 1 Mbps upstream. What I consistently get is less than 10 Mbps downstream and about .75 (yes - point 75) Mbps downstream.

[Ticket: # 589008 - Comcast Internet Speeds 1/20th of advertised speeds](#)

Date: 10/14/2015 7:14:02 AM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

For the past few weeks, my comcast internet connection has been at speeds well below 1/20th of the advertised speeds that I pay for. They are often below 1 Mbps, although I pay for 25Mbps, and on top of that, the connection often drops out completely. This has caused issues with my work (when I work from home). Comcast has refused to do anything to fix the issue, and many of my neighbors have had the same problem for months.

Ticket: # 590404 - Overcharging for poor service. Overselling bandwidth

Date: 10/14/2015 3:32:37 PM

City/State/Zip: Crossville, Tennessee 38572

Company Complaining About: Frontier Communications

Description

Frontier Communications has been overcharging me for the bandwidth that I actually receive. Service began in December of 2008. I purchased High speed internet at the rate of 35.00 per month. I chose this over the 14.98 service. When I did not receive the speed I paid for, I contacted the company. I was told that I could lower my plan, but I would not receive that lower speed either. In June of 2015 I ordered a bonded line pair to increase speed. I have not gotten anywhere near the 24mbs I purchased. Sometimes only getting 1.3 mbs. I was told by more than one of their repairmen that I would NEVER get the advertised speed because the lines could not handle the bandwidth and that the company is overselling their bandwidth. I have noisy phone connections and interrupted internet service on a constant basis. Some repair tickets have taken over a week to get repair personnel out. I am asking for a refund of the difference between the \$35.99 I paid for 78 months of \$14.89 per month worth of service I got during that period of time; \$1,638.00 I am also asking for compensation for the amount of the bonded line since it's installation. I am also asking for \$1,000.00 for the times on hold, times waiting for repairmen who don't show up, and inconvenience. Total 2,638.00. This, in my opinion is Criminal Fraud on the part of Frontier. Reverend Jim Baker of PTL went to jail for overselling time shares. What's good for the goose is good for the gander? While I have NO desire whatsoever to see anyone in jail over this, I DO think that someone needs their hand slapped at Frontier telephone for putting their hands in someone else's pocket like this. I am not the only one experiencing this fraudulent treatment by Frontier.

Ticket: # 618127 - ATT Speed

Date: 10/28/2015 1:46:25 PM

City/State/Zip: Southfield, Michigan 48034

Company Complaining About: AT&T

Description

I pay ~\$45 a month for internet speeds. The advertised prices is around 6mbs. I consistently take a speed test online during NON-peak hours to check the speed I am getting. It is averaging around 0.4mbs. That is around 6.5% of the advertised speed. I am wondering if I sent ATT around \$3 a month for internet (the percent I am actually getting) if they would react as well.

Also, if I were living in South Africa, one of the worst countries in the world for internet speeds, the average user would still be getting 10.5 TIMES HIGHER than I currently get. In America. One of the wealthiest nations in the world. I would love if my US "representatives" would stop acting as shills for the large cable providers and actually allow for competition. You know, the whole free market capitalistic ideas that many of these "representatives" use as their platform to get elected? If I were able to select a new provider, believe me, I would. ATT is the only option available to me, and because the internet is so bad I am now moving to a new location. And ATT will not see another dime of my money. Or Comcast if I can avoid it.

In sum: ATT internet speeds are far lower than advertised, and allowing for true, pure, competition is the only way to check this outrageous practice. I know nothing will come of this because my campaign donations and lobbying power are far less than that of your corporate overlords at ATT and Comcast but it is better than doing nothing.

Best Regards,

(b) (6)

Ticket: # 618620 - False claims of internet service.

Date: 10/28/2015 3:56:34 PM

City/State/Zip: Canyon Country, California 91386

Company Complaining About: Hughes Net

Description

I have been a long time customer of Hughesnet Satellite Internet. They have the worst service I have ever seen in a company! I have an older system and have never been happy with the service but it's one of my only choices because I live just out of the city a little more than a mile away. Hughesnet they use some real bad tactics to make more money off the consumer than we should have to spend. They have a limit of how much internet you can use in a day and believe me it has never been enough for any family to use unpenalized. I have no family and I cannot do much other than look at some websites and send emails. I have spent \$80.00 a month for years and have never got the speed they say they offer. When you exceed your internet allotment for the day they slow your service down to slower than dial-up for 24-28 hours and will increase the speed if you agree to spend more money that day. They also do not provide the correct allotment of internet they say they give everyday of the week. Some days they only give you part of your allotment then penalize you when you go over. If my computer does a normal update or I watch a few youtube videos or sit on facebook too long, the allotment is gone. So my complaint is that I spend \$80.00 a month and I never get the advertised speeds. I hardly ever get my full allotment of internet because they control what you get and use. And they want me to upgrade to the newest system they offer. It also has more restrictions than the older system I use and the reviews are just as terrible. So I do not want to get involved in a long term contract for more \$ and the same service. If you want to see what others think, look at their facebook sucks page and all the complaints on that page. https://www.facebook.com/HughesNet-SUCKS-316089946898/?ref=br_rs

All the other pages are the same with bad reviews. These crooks have never been investigated as you all worry about the big cable companies, well HughesNet is now owned by a big company and they should make good on what they offer.

No one I have ever talked to is happy with the service, \$80.00 a month and you cannot watch netflix or do much at all... I have been doing this for probably over five years and have complained to everyone, but you guys so please help out the little guys in the country who grow your foods and have no voice. Thanks (b) (6)

Ticket: # 622176 - MaxxSouth Internet - Speeds not as advertised

Date: 10/29/2015 11:33:50 PM

City/State/Zip: Oxford, Mississippi 38655

Company Complaining About: Maxxsouth

Description

I have had MaxxSouth (formerly Metrocast) at my current location since March 2014. I have only sporadically received my advertised speeds. I have been working for a while now and even had techs at my house with no improvement in the speeds. Now, I am forced to wait on hold for a half hour then be told there is nothing more they can do and that I should wait and pay my bill each month too. Further, I suspect they are slowing down competitor sites. I notice tonight that engadget.com, foxnews.com, huffingtonpost.com, and other sites operate fairly given the speeds I receive. However, other cable companies and AT&T sites do not load and take a substantial amount of time to load. I believe there may be an unfair trade practices concern here with the throttling of competitors.

[Ticket: # 627138 - Comcast Data Caps](#)

Date: 11/2/2015 11:16:19 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

I pay Comcast \$120+ / month for "high speed" internet that only gets advertised speeds during non-peak hours, and now I have to deal with data caps on top of that. It's 2015 guys, slap them in line!

Ticket: # 627397 - Time Warner Cable

Date: 11/2/2015 12:22:13 PM

City/State/Zip: Huntersville, North Carolina 28078

Company Complaining About: Time Warner

Description

Time Warner Cable Inc. (TWC) is a provider of internet service via local cable lines to my home, service has been provided since around September 2008. TWC provided good internet service until the last 5-6 months. Currently under a month to month plan (no contract on my end, but they have agreed to the price) which they have advertised on their website and have verbally offered me in-store for 15mb down and 1mb up internet service for \$34.99 plus the rental cost of the modem.

In or around early September 2015, TWC was contacted due to the continuous bad internet service in the evenings and weekends. Speed normally ranges from 11-14mb down during daytime hours Monday thru Friday, however during the Weekends and Evenings speed would drop to less than 10mb, with average speed in the 5-8mb range. Sometimes service will drop to zero or near zero, below 1mb down. At all times multiple computers (wired/wireless) are used to test the speed of the connection. Whether the speed test provided by TWC or 3rd parties continuously show a deteriorated service in the evenings and weekends.

In early to mid September 2015, TWC requested that technician come out to look at the issue, TWC was informed that the issue appeared to be outside the house as the problem normally occurred during Evenings and Weekends, not during normal daytime hours, thereby indicating a possible bottleneck or local over subscription issue as to bandwidth. Regardless, TWC wanted a technician to come out, which he did. He replaced the cable modem and performed some maintenance outside in the local cable connection by the box right away. This did not fix the issue, nor did TWC follow up, or do any further test.

TWC was again contacted in early October, as the issue had not been resolved and continuous internet outages and very slow speeds in the Evening and Weekends having been reported before and unresolved. TWC was again informed this appears to be problem as far as their network infrastructure and not a problem local to the location at issue. A technician was sent on October 7th, TWC ticket number 157703474, to again check out the issue after re-troubleshooting with a technician did not solve anything. The technician acknowledged there was a slow network issue.

The technician again checked out all the lines and did not indicated any resolution. The technician said he would monitor the line for 3-4 days to see if the could see any issues. However, no further contact by TWC was ever performed, nor was there any resolution as to the problem. Using TWC's own speed tools still continue to show constant bad internet service in the Evenings and Weekends.

Contacted TWC via online chat on October 25th because the problem did not magically resolve itself and they never even attempted to inform how they were attempting to resolve the issue. The technician (Shane Briggs) said the prior ticket was closed as being resolved which the problem was never resolved. Mr. Briggs said this would be escalated to advanced support but he said they don't open tickets for advanced issues, he said someone would look into the issue within about 24 hours.

Contacted TWC via online chat again on November 1st and spoke with technician Rick Langston, who said they do enter tickets for advanced issues and submitted ticket RTSessionID 4603014913 to advanced team. He said someone would call me, well, unfortunately they had a person that sounded like he was working from India and had no knowledge of the issues and apparently had no ability to even address any issues. Rick Langston hung up the online chat after it was brought to his attention that they were not addressing the issue and only attempting to send yet another technician to the residence.

Sending a technician to the house is not going to solve the problem as TWC's network appears to be over subscribed or bottlenecks exist which a technician at the residence can't possibly address. TWC is charging for 15 x 1 service but it's apparent they can't meet the demand for services there locally. Some people would call this fraud or consumer fraud, TWC has not offered any real resolution to their problem. TWC has not identified anything on the local network that would make their own speed indicators vastly below their advertised speed and which they are charging the consumer for.

TWC is granted special benefits in the local area for providing services, yet they are not providing the speed they are contracted to provide, nor are they reasonably trying to solve the issue/s.

Ticket: # 628230 - ISP not delivering stated speeds (90%+ below advertised levels)

Date: 11/2/2015 4:18:28 PM

City/State/Zip: San Francisco, California 94107

Company Complaining About: Wave

Description

Hi,

I'm writing to add to your evidence base about broadband providers who are misrepresenting their product. I've subscribed to Wave's 100Mbps broadband internet service for 3 years and although speeds never reached 100Mbps, for the past year we've been seeing especially slow speeds (~1Mbps).

Wave described the problem as an "area issue", which one customer service rep admitted was simply an issue of them not installing enough capacity. It feels deceptive for them to sell a service and then only deliver on 1% of their advertised speeds.

I have diligently worked with the ISP to troubleshoot client side issues and have regularly checked in with them about progress on fixing the issue, but have not seen any improvements.

I appreciate all of the FCC's efforts in this area and am hopeful that ISPs will be increasingly held accountable to their customers.

- Andre

Ticket: # 644148 - Satellite Internet Service Provider HughesNet Slow Service

Date: 11/8/2015 11:35:07 AM

City/State/Zip: Magnolia, Texas 77355

Company Complaining About: Hughes Net

Description

I recently tried HughesNet Satellite internet service for the second time. The first being in 2002 when the company was DirecWay. We reside in a rural location and we are stuck with rather slow 3 Mbps DSL service (I actually get about 2.2 Mbps). I thought that I would try HughesNet "Gen4" in September 2015. Being the "4th Generation" and knowing the way technology improves I assumed that they would have made leaps and bounds over there prior 2002 service levels that never lived up to the posted speed claims.

I signed up for the lowest speed service, The Choice Plan with a posted speed up to 5 Mbps to start that should have been twice as fast as my existing 2.2 Mbps DSL. As soon as the installer got finished I was dismayed as it was taking what seemed like LONGER for web pages to pull up. The installer agreed and even tried changing a component on the Satellite Antenna. The installer stayed for hours trying different things making vague comments like "he did not know what was wrong" and "it IS slow". We took all of the my houses components out of the loop and had my computer hooked up directly to the HughesNet HT1100 Modem via an ethernet wire which was hooked up directly to the antenna. It was taking 8-10 seconds to pull up simple web pages with my "faster" internet service provider. I reluctantly let him leave as he told me that I had a 30 day money back gaurentee with no early termination fee (\$400).

This started a 45 day frustrating expirience of very erratic speeds and numerous calls to their 100% overseas customer service. The customer service agents would read from their scripts with ridiculous information like "it is acceptable to take up to 12 seconds for a web page to come up. Count to 12 very slowly and see how long that is! I immeditly "upgraded" to their Prime and eventually their "Pro" service that had posted speeds of up to 10 Mbps. Heck...this should have been 5 TIMES as fast as my 2.2 Mbps DSL speed...correct? Wrong. It was still slower than my DSL service as I left it hooked up and would compare speeds.

They did extend my grace period from 30 days to 60 days and it is a darn good thing or I would be stuck for 2 years with them. Their overseas scripted customer service advisors were agrumentative and robotic in there haneling of me during about 8 calls over 45 days. To make matters worse I RAN OVER MY DATA LIMIT at about the 25 day mark! I had not streamed a movie or uploaded or downloaded a large file yet I exceeded my 10 GB data limit just from surfing! I could see months of slow service that did not come close to living up to their posted advertised speeds AND monthly data overlimit charges. That was it for me. I am back to my 2.2 Mbps DSL that is FASTER THAN HUGHESNET. 2nd time around and never again for satelite internet service.

[Ticket: # 647945 - Constant speed issues and disconnects](#)

Date: 11/10/2015 1:01:45 PM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: ICS

Description

ICS aggressively seeks contracts with landlords in Ames in order to generate more business. However, they don't actually provide reliable internet service. I've called dozens of times in the last three months about my speed issues (download speed is less than a tenth of the advertised speed) and constant disconnects (the internet drops connection for ~30 s every 5 min or so, making streaming, gaming, and general internet use nigh impossible) and ICS has blamed all of the following: my modem, my router, my cables, my building's cables, and outside equipment. They have sent techs out ~5 times, and each time they claimed to fix the issue, and each time, the speed issues and disconnects resurfaced after a day or two.

They also sold me a modem claiming it would fix my issues, and the issues were not fixed.

Ticket: # 702464 - Speeds drastically lower than advertised

Date: 12/10/2015 6:57:30 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

False promises followed by more false promises. Comcast has repeatedly preached one thing and provided significantly less. It began with a promised bill credit, which I had to jump through numerous hoops to finally get applied. Then the hidden charges that were not mentioned at all before sign up. And now falsely advertised speeds.

We chose to go with the 105 Mbps package in order to satisfy our high usage. We were coaxed into it from the 25 Mbps package over the phone, and settled for our \$69.99/month price for our back to school package.

We have not gotten anywhere near 105 Mbps. I have checked on numerous occasions and never recorded more than 25 Mbps. This may be due to the overall limit for our apartment building. I am beginning to doubt that 105 Mbps is even a possible speed for our residence. One of two things happened: either we were sold a package with speeds promised that are not nearly reachable and the salesman knew, or we were sold a package with promised speeds that Comcast thought could be achieved, but they did not know. In either case, we are being bamboozled and grossly overcharged. The surprises never end with Comcast, unfortunately for us none of the surprises are in our favor.

Please see the screenshot of a speedtest done by Comcast themselves.