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**Ticket: # 1256170 - Uncapped Internet for everyone**

**Date:** 10/12/2016 12:23:41 PM

**City/State/Zip:** New Castle, Delaware 19720

**Company Complaining About:** Comcast

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## **Description**

Placing 'caps' on Internet usage is restrictive to future innovations in technology. Every company must innovate, grow and change to expand and succeed. Telecom and ISP's work together to establish what is accepted. Comcast is the chief villain amongst all of them, furnishing side deals and shiny new positions to those who do their bidding. PLEASE be the champion of the people and protect future competition and innovation. If you lock caps down, you cripple companies like Netflix who have been forcing the advance of media and distribution avenues. Comcast already resists the expansion of Google, who offers a cheaper product that does more...don't let them win on both sides of the court. Choice is the ultimate decider...and you can see people cutting the cord in DROVES...but if you have nowhere else to run to, and you need the Internet for work...what else can you do but buy into the monopoly. Please help us..be the good guys, fight these ridiculous anticompetitive measures. Thank you!!

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[Ticket: # 1256172 - Comcast imposing data caps](#)

**Date:** 10/12/2016 12:23:52 PM

**City/State/Zip:** Clinton Township, Michigan 48038

**Company Complaining About:** Comcast

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## **Description**

Comcast recently sent me an email that my bill would be going up after 1 TB of data. We're paying for unlimited Internet and utilize it like any other utility. We don't pay them for cable and they're forcing our hand away from other streaming options. I believe this to an illegal tactic towards becoming a monopoly. Furthermore, their methods of monitoring bandwidth usage is well documented online of being wildly incorrect and by their numbers we're utilizing 600-900 GB per month.

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**Ticket: # 1256179 - Comcast Data Caps**

**Date:** 10/12/2016 12:24:56 PM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Comcast

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### **Description**

Unjust to limit users data when data storage capacity is increasing at an exponential rate while physical size is decreasing. Data is not a limited resource and should not be seen as such.

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**Ticket: # 1256229 - Uncapped Internet Access**

**Date:** 10/12/2016 12:31:32 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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### **Description**

Please help stop ISP's from capping internet service. It's awful, I almost always go over and am forced to pay more for what once was included. I have comcast currently and I hate it. They are the only option in my area. I have no choice, I'm stuck paying their fee's and dealing with their ever changing rules. Please stop them!!

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**Ticket: # 1256233 - 500gb data cap**

**Date:** 10/12/2016 12:31:45 PM

**City/State/Zip:** Kingman, Arizona 86401

**Company Complaining About:** Sudden Link

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## **Description**

Ever since I started my service with suddenlink I always felt like it was wrong that I would have to limit my usage of internet and feel like its a way of punishing me for not having cable/satellite TV. I have only gone over this cap a couple times before but the fact that I will be charged and punished is I do is ridiculous. As someone's whos primary entertainment is all internet based (Netflix, Hulu, youtube, twitch and also steam for downloading games and playing online) and because of this we have to limit what we want to do. Again I just feel it is wrong that I am being punished for not having cable TV and the only way for me to get unlimited is to pay more every month when I already pay to much as is

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[Ticket: # 1256318 - Internet caps](#)

**Date:** 10/12/2016 12:39:50 PM

**City/State/Zip:** Sandy, Utah 84093

**Company Complaining About:** Comcast

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## **Description**

Net Neutrality!

Allowing the cable companies too much control stifles innovation in preference to profit! Make internet a utility!

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[Ticket: # 1256364 - Comcast monopoly/data caps](#)

**Date:** 10/12/2016 12:42:00 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Comcast

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## **Description**

I am a Network Administrator for a mid-sized commercial insurance company- we have very little choice for broadband in this town, only 1 real choice. Comcast. Technically DSL is considered "broadband" also, but that is a joke in the IT community and internationally.

Comcast needs to be broken up and other, smaller ISPs need to be given a chance to compete.

Comcast lobbies on a local level to stifle competition and to simply keep their monopoly.

We will not be able to advance as a technological leader unless the great beast of Comcast is brought to heel.

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[Ticket: # 1256365 - Isp bandwidth caps](#)

**Date:** 10/12/2016 12:42:00 PM

**City/State/Zip:** Champaign, Illinois 61821

**Company Complaining About:** Comcast

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### **Description**

My friends and I have all had issues with our capped bandwidth topping out much faster than we anticipated. I'd go to another isp in town if there was one. It seems unreasonable in this day that how many 1's and 0's I send down my line is capped.

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[Ticket: # 1256383 - Internet Data Usage Caps](#)

**Date:** 10/12/2016 12:43:27 PM

**City/State/Zip:** Boston, Massachusetts 02125

**Company Complaining About:** Comcast

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### **Description**

My ISP Comcast/Xfinity is capping my data usage and charging me for going over. It is completely unfair for them to set a usage cap and to charge me for going over, especially when their tracker could be faulty and over estimating my usage.

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**Ticket: # 1256424 - Comcast Data Caps**

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

**City/State/Zip:** Roy, Utah 84067

**Company Complaining About:** Comcast

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**Description**

Comcast has implemented a 1TB cap on my internet service. Because Comcast has a monopoly in my area, I have very little choice but to use their internet service.

The cap benefits them, primarily, by limiting my TV options. Prior to the cap I could watch whatever I wanted, such as Netflix, Amazon Prime, and HBO's streaming app. With the caps, however, I'm forced to look at options that don't consume bandwidth, like Comcast's own expensive TV services. Although 1TB seems a liberal amount today, data usage climbs at a very high rate. I don't trust Comcast to grow their caps as quality on Internet TV increases. Instead, it will remain the same and shackle me to either lower end TV over the internet services in the future, or their own bandwidth free options.

Please don't let Comcast block Internet TV providers in the future by putting in place liberal caps today that never change.

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[Ticket: # 1256436 - Datacaps are counter-productive](#)

**Date:** 10/12/2016 12:47:25 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15207

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently begun to enforce datacaps for their internet service users. This practice sounds like it can fall onto the shoulders of free business, but how can one have free business when you have one option? In a perfect world, I could say "Datacaps? F that!" And go to another provider. But this is strictly shorthanding all of their customers. There is no benefit for me when they stifle my usage. Only a benefit for them. Yet they still charge the same and there is nothing to be done about it.

I am aware that datacaps have not been rolled out in in PA. I am also aware that in a city I can choose to have FIOS. It would take an idiot to not know, however, that once these things are not handled in their earliest form, they never leave and spread to every other company.

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[Ticket: # 1256437 - Comcast data caps](#)

**Date:** 10/12/2016 12:47:29 PM

**City/State/Zip:** Sunnyvale, California 94085

**Company Complaining About:** Comcast

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### **Description**

My internet provider comcast has limited my data usage every month without a reduction in my bill. They are unfairly restricting my access to a needed utility.

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**Ticket: # 1256463 - Comcast Data Caps**

**Date:** 10/12/2016 12:50:05 PM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** Comcast

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## **Description**

As a computer professional working remote (from home) I am on my home internet all day. In a typical work day I will: video stream a conference call, screen share my computer for demos and pair programming, listen to streaming music services, access and store data on a remote server. I do this for upwards of 10 hours a day. Comcast capping my internet usage is placing an undo burden on my ability to do my job effectively.

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**Ticket: # 1256499 - Comcast Data Caps**

**Date:** 10/12/2016 12:53:09 PM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

As of recent months, comcast has lowered my unlimited internet usage to a 300Gb a month plan, as well as charging me \$30 more just to keep unlimited data. This is a horrible practice as they are the only provider with speeds above 3mb/s in my area. Data and service are not a limited resource which they need to control, so why is the FCC allowing them to do this?

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**Ticket: # 1256601 - Comcast Data Caps**

**Date:** 10/12/2016 12:59:13 PM

**City/State/Zip:** Minneapolis, Minnesota 55417

**Company Complaining About:** Comcast

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**Description**

The 'new' (I use new because they are just now being implemented in my state (MN)) is a bunch of garbage! I'd love to know how my usage affects their cost - basically, why are they putting it in?

If this is allowed, it can set a dangerous precedent for the future. Since 1 TB is considered 'a lot' of data by today's standards - one could argue it's not, based on their usage but for the general public, it's a lot - what happens when the new versions of HD video come out? I'm not hip on how much data is used by HD or UHD or whatever the next version is, but I do know that it will be more and more data that we will use - look at how much data is used by cell phones now versus 5 years ago.

It's pathetic that I can't get another provider - it's either CenturyLink or Comcast in Minneapolis - which has comparable speeds to what I have now. It's frightening that Comcast and others play the 'net neutrality' card with Netflix and other streaming options, then Comcast pulls this crap.

Why can I choose a cell provider of my liking - coverage where I need it, company discounts, phone options (one could say that doesn't matter now), and price but when it comes to internet in my house, I'm forced based on where I live?

Every other service I get to choose how I want to do the work - car, yard, home (construction), appliance repair, etc but the internet is shoved down my throat.

Comcast has been charging me for renting the modem that I OWN FOR YEARS NOW. I have given up dealing with them on this issue because it's just not worth the headache anymore.

Why should I be force fed internet when I can choose other options for other services (outside utilities) but they get to pull this crap?

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[Ticket: # 1256697 - Please stop the Comcast internet caps](#)

**Date:** 10/12/2016 1:05:45 PM

**City/State/Zip:** Evanston, Illinois 60201

**Company Complaining About:** Comcast

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## **Description**

Metered internet will smother innovation and further entrench the existing cable duopoly. Millions of Americans do not have an alternate choice in internet provider and the FCC needs to take a stand right now to say that capping internet will slow the pace of growth and is fundamentally anti-consumer.

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[Ticket: # 1256731 - Comcast datacaps](#)

**Date:** 10/12/2016 1:08:14 PM

**City/State/Zip:** Orem, Utah 84057

**Company Complaining About:** Comcast

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## **Description**

This week Comcast announced a wider roll-out of capping data use. Since data is not a expendable resource, this is an obvious money grab. It won't currently affect me, but as streaming entertainment, and VR gaming become more prevalent it will.

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[Ticket: # 1256708 - Data Cap](#)

**Date:** 10/12/2016 1:06:28 PM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** Comcast

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## **Description**

Data limitations change the dynamics of home internet for the worse. Services previously received at the cost of ad viewership now have additional cost at incurring possible data overages. Internet accessibility has changed the world and imposing limitations (no matter how broad - initially) seek to control usage of a utility to control market choices. If I can't choose my internet provider, or have a voice in how I am charged for services then the internet (not owned by provider) is diminished. Please help keep the internet open.

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**Ticket: # 1256710 - Comcast Data Caps**

**Date:** 10/12/2016 1:06:31 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Comcast

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## **Description**

I recently received an email saying that, as of November 1, I will now have a data usage cap imposed on me. This was not part of my contract when I signed up years ago and now they're pulling a bait and switch. To make the situation worse, my only other option for internet access is very slow DSL speed.

Please do something about the monopoly that Comcast has over cable internet. It's appalling that they have been given such power over huge swaths of internet access across the US and that we have no other options for cable internet access because of this. There is no competition so Comcast can impose any fees or restrictions with little to no repercussions.

Thank you.

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**Ticket: # 1256730 - Comcast Data Cap Policy****Date:** 10/12/2016 1:08:13 PM**City/State/Zip:** Cement City, Michigan 49233**Company Complaining About:** Comcast

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**Description**

Please stop Comcast's new policy of "capping data use" per month on a residential account. This is nothing more than a blatant cash grab as they know internet service is becoming the norm versus their "immeasurable" video service and that data is not a "finite" resource that needs to be restricted or charged more for. This is just another one of Comcast's blatant tricks to manipulate prices and increase revenue while holding a monopoly in most areas of the United States for internet service. You do not have to know anything about running an ISP to see that this is purely revenue generating and has nothing to do with their lies of "leveling the playing field" for their customers.

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**Ticket: # 1256766 - Slow or unresponsive internet speeds**

**Date:** 10/12/2016 1:10:49 PM

**City/State/Zip:** University Place, Washington 98467

**Company Complaining About:** Comcast

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### **Description**

Atleast once every hour the internet traffic greatly reduces from usually 30-40mbs to a mere 2mbs. Many times where the internet goes into a slow period, all my work gets interrupted an I can't access my e-mails. Due to the nature of my work, I cannot submit my forms and documents to their designated recipients in a timely matter. This is not acceptable. I will not be bullied by Xfinity nor Comcast when I am payinh \$180 dollars a month and was promised 80mbs speeds for my internet service.

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**Ticket: # 1256767 - Comcast/Xfinity Monopoly and new data cap.**

**Date:** 10/12/2016 1:10:59 PM

**City/State/Zip:** Wallingford, Connecticut 06492

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am a Comcast customer. I've sent complaints previously about Comcasts dishonest charges of broadcast fees and regional sports fees which are ridiculous. Apparently your organization (FCC) and Comcast (Cable Company Monopoly) agreed to take away my free OTA local channels that were brought through the cable provider (Comcast) so that they could encrypt those free channels then after 5 years start charging for free channels. And of course due to no action by the FCC or local goverment Comcast lobbys to keep competing companies out of my area. Even the other big monopoly AT&T left my area in shambles for Frontier to try to clean up and further help Comcast control competition near me. This leaves me with limited (read NO) choices other then to pay Comcast extortion fees or move to an area that offers more competitive companies that offer a better product for a reasonable cost. Frontier or another company hopefully can get through Comcast road blocks in the future so they can offer FIOS which is much more competitive speed and cost wise then Frontier's current slow speed offerings. Or hopefully the CT GIG PROJECT gets some traction and can offer Google Fiber type access for \$70 a month for 1GB/1GB service. To make matters worse Comcast is now being allowed to start Capping Data to 1TB in multiple areas, which with todays 4K content, plus more and more connected devices in our homes will not be nearly enough. I pay a large amount of money now for these services and Comcast seems to just keep wanting more money for giving me less content and services since they just lobby and sue anyone that tries to break their monopoly. The FCC and local goverment are supposed to be keeping these type of anti-competitive practices from happening but as I am learning first hand this is not happening in my area. I will also be contacting my local representatives to see what they are doing about the anti-competitive monopoly that Comcast has in my area. The US is woefully behind other countries internet offerings and companies like Comcast are perfect examples why it is going to continue to be this way in the future if no one does anything about it.

Thanks

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[Ticket: # 1256890 - Comcast Internet Cap](#)

**Date:** 10/12/2016 1:19:56 PM

**City/State/Zip:** Houston, Texas 77095

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be allowed to monopolize internet services. It is despicable to see a 1st world country lacking behind in internet freedom. The internet has become an essential utility and companies should not be allowed to limit it.

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[Ticket: # 1256862 - ISP data caps](#)

**Date:** 10/12/2016 1:17:32 PM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

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## **Description**

Allowing ISPs to cap data usage stifles progress and growth. I live in Denver, CO. I am increasingly data dependent for TV, media, work and hobbies. ISPs are switching to data plans for the primary purpose of raising revenue and it is infuriating that our government continues to support it. Comcast, often rated as the worst company in America yet is constantly allowed by our government to charge gouging prices, stifle development and rob customer.

PLEASE, do NOT allow ISPs to cap home and work internet/data usage!

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**Ticket: # 1256876 - Data Caps**

**Date:** 10/12/2016 1:19:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

I would like the limit imposed on data usage by giant internet service providers to stop. In this age where a connection to the rest of the world is basically a necessity it seems immoral and should be unlawful for companies like Comcast and ATT to regulate access to the internet and charge ridiculous amounts of money for that access.

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[Ticket: # 1256883 - Recent Comcast Data Cap](#)

**Date:** 10/12/2016 1:19:28 PM

**City/State/Zip:** Spokane, Washington 99205

**Company Complaining About:** Comcast

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## **Description**

The recent implementation of datacaps by Xfinity/Comcast is nothing more than an attempt to stifle competition, such as Netflix, Hulu, and other streaming services, and an attempt to punish consumers for "cutting the cord" by going without a TV subscription. Datacaps are a money grab, plain and simple. Please do not allow this to happen.

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[Ticket: # 1256889 - Comcast Xfinity Terabyte Data cap](#)

**Date:** 10/12/2016 1:19:54 PM

**City/State/Zip:** Houston, Texas 77009

**Company Complaining About:** Comcast

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### **Description**

The plan will roll out in my area in November and was not part of my initial agreement or plan with comcast. I will now be forced to pay the same amount for a limited service.

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[Ticket: # 1256924 - Unfair pricing and service from Comcast](#)

**Date:** 10/12/2016 1:22:03 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast

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### **Description**

Comcast Corporation has continued to raise rates and limit data usage while not explaining these changes nor notifying the customer.

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[Ticket: # 1256931 - Internet usage caps](#)

**Date:** 10/12/2016 1:22:24 PM

**City/State/Zip:** Newton, Massachusetts 02460

**Company Complaining About:** Comcast

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## **Description**

Internet usage caps should be illegal. Not to mention the monopolies held by cable companies in the US. Please do something to stop it!

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**Ticket: # 1257037 - Anti-consumer practices by Comcast Corporation**

**Date:** 10/12/2016 1:29:21 PM

**City/State/Zip:** Colorado Springs, Colorado 80923

**Company Complaining About:** Comcast

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## **Description**

Hello,

I was notified this week about Comcast's impending 1 TB data plan. I was extremely distressed to learn that Comcast plans to enforce this data plan even in spite of how much data even a single Netflix TV show season uses. The arrival of 4K Uktra High Definition content over services like Netflix and Amazon (which already cost a premium too), usage over 1 Terabyte will happen within a matter of hours.

Comcast's desire to meter and charge for a totally intangible product is nothing more than an attempted cash grab, especially with the availability of 4K content expected to double in the next half a year.

The Internet is not a finite resource, as the governing body of this company, it falls to you to keep them honest, and to protect American's right to a free and unencumbered internet; a decision upheld by Congress when Net Neutrality was ratified.

Please contact me if you desire to discuss this further.

Very respectfully,

John Lansford

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**Ticket: # 1257043 - COMCAST DATA CAPS**

**Date:** 10/12/2016 1:29:54 PM

**City/State/Zip:** Fresno, California 93722

**Company Complaining About:** Comcast

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## **Description**

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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[Ticket: # 1257164 - Capped Internet access](#)

**Date:** 10/12/2016 1:38:22 PM

**City/State/Zip:** Jackson Heights, New York 11372

**Company Complaining About:** Comcast

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## **Description**

Hello,

Monopolies are controlling against data usage that is vital for innovation. We need to stop companies that are in these regional area monopolies as we are losing our edge in every industry because of this.

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**Ticket: # 1257084 - comcast data cap**

**Date:** 10/12/2016 1:32:50 PM

**City/State/Zip:** Woodinville, Washington 98077

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to limit network usage to 1Tb starting next month, in my area. While I currently use somewhat less than that, all it takes is a quick glance at average network usage graphs to see that average usage soars up and to the right, and the 1% of users impacted today is set to rise quickly. A fixed cap can be seen as nothing more than an opportunity to cash in on readily observable trends.

On the other hand, I do recognize that if you have 1% of your customer base consuming 10% (or whatever it is) of your resources, you need a way to charge them more. What I would think would be much more reasonable is to say - the limit will start at 1Tb, and will "inflation adjust" in the future so as to encompass no more than the top 1% of users in the future. Anything else is like the minimum wage not keeping up with inflation, or the AMT created to limit deductions for the wealthy affecting more middle class people due to rising wages. Without pegging it to some indicator, any limit they set in this environment is just part of a 5 year plan to sit back and watch profits rise year-over-year.

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**Ticket: # 1257086 - Internet Usage Caps**

**Date:** 10/12/2016 1:32:55 PM

**City/State/Zip:** Lakewood, Colorado 80226

**Company Complaining About:** Comcast

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**Description**

Comcast recently emailed its customer's a new policy notification to be effective on 1-NOV-2016 wherein each account is subject to a 1 Terabyte usage limit. If this limit is exceeded there are financial penalties of \$10 per 50 gigabyte increment (up to \$200), or customers may pay an additional \$50/per month for unlimited access.

Firstly, why does their penalty not stop at the 40% mark and move the customer to the unlimited package? This seems designed to milk huge amounts of fees from high bandwidth users and offers no benefit.

Comcast has previously been known to have faults within their data monitoring processes, and with the increase of video streaming capabilities by providers like Netflix, Hulu, HBO and CrunchyRoll high quality, high bandwidth streaming will only become more prevalent. Netflix HD streaming is listed as consuming up to 3Gigabytes per hour.

Video gaming services are more and more reliant on digital distribution, with games purchased even off the shelf requiring downloads of up to 60GB before the game can be played, and then require additional downloads regularly.

If I had other internet service provider options available to me in my area I would happy switch to one with more consumer friendly business practices, however; only Century Link is available to me and they too have an internet usage cap policy in effect.

We cannot accept this behavior from these internet service providers and I urge you to take action against these internet usage caps.

Thank you for taking the time to read this.

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[Ticket: # 1257118 - Comcast, data caps, and net neutrality](#)

**Date:** 10/12/2016 1:35:18 PM

**City/State/Zip:** Fayetteville, Arkansas 72703

**Company Complaining About:** Comcast

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## **Description**

Please, we need your help to secure an open and reasonable internet. Regulations need to be put in place to control companies like Comcast from deliberately destroying other businesses and it's consumers ability to access a complete modern necessity: the internet. Many individuals rely on having easy Internet access and adding caps forces users to dumb down the way they use the internet. Please, help us find a way to stop local monopolists like Comcast before it becomes normal practice.

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[Ticket: # 1257108 - Data Caps on Internet](#)

**Date:** 10/12/2016 1:34:27 PM

**City/State/Zip:** Hillsboro, Oregon 97124

**Company Complaining About:** Comcast

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### **Description**

I am a concerned citizen that private companies like AT&T and Comcast can impose usage limits on their services, and make people 'pay fines' for going above this, or charging an additional 'fee' for 'unlimited' use.

Please take action to stop this.

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**Ticket: # 1257143 - Comcast Capped Internet**

**Date:** 10/12/2016 1:36:54 PM

**City/State/Zip:** Tinley Park, Illinois 60477

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am currently an internet customer of Comcast in Chicago and I am very upset / disturbed by there new policy of capping internet data. I do not have any options besides Comcast for the internet speed that I need (so Comcast basically has a monopoly) and it is completely unfair that my internet is not capped at a certain amount of data. I do not face a cap for the amount of T.V that I watch, so why should Comcast be able to put a cap on my data? The internet is now an essential part of our society for communication, work, and leisure. It is completely unacceptable that Comcast can do what ever they want, and there customers either have to put up with it, or go without high speed internet. Please do something about this! We need you to step in and enforce a policy of uncapped internet.

Thanks

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[Ticket: # 1257186 - Comcast Data Cap](#)

**Date:** 10/12/2016 1:39:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently sent out an email notifying me of a 1 TB bandwidth limit. I have no other reasonable choice for high speed internet so I am being forced into a cap that has no purpose other than to stifle competition and force me into paying for cable. On top of that prices have simply increased with these caps and in no way benefit low data subscribers.

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[Ticket: # 1257262 - Comcast's data cap policy](#)

**Date:** 10/12/2016 1:45:07 PM

**City/State/Zip:** Albuquerque, New Mexico 87106

**Company Complaining About:** Comcast

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## **Description**

We want uncapped Internet access, for innovation in an increasingly data dependent world and user protection. In my opinion, this is backlash for the major ISPs losing out on net neutrality and losing business to cord-cutters. Comcast has set themselves up as a monopoly in a vast majority of the United States, so a lack of direct competition allows them to modify their data plans to buffer lost revenue. It goes to show that they have worked their way into our lives so deeply as to be able to recover costs using a different avenue. It seems unethical at best.

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[Ticket: # 1257263 - Data caps](#)

**Date:** 10/12/2016 1:45:27 PM

**City/State/Zip:** Minneapolis, Minnesota 55418

**Company Complaining About:** Comcast

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### **Description**

Do not allow ISP's to cap our data use. This is an increasing problem with multiple ISP's. For this reason specifically, I will never use Comcast so long as I have other options that are uncapped and fast speeds.

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[Ticket: # 1257272 - Uncapped Internet](#)

**Date:** 10/12/2016 1:46:20 PM

**City/State/Zip:** Burr Ridge, Illinois 60527

**Company Complaining About:** Comcast

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## **Description**

We want totally uncapped internet for all customers. The cost of installation and maintenance for the cable lines, servers, and other hardware is covered in the monthly cost for the internet. Speeds, bandwidth, and data transmission limits are nearly free and should not be used as a feature for consumers. This will force consumers to choose which data plan to go with when the cost is already covered. This is going to be bad for consumers and give cable line owners an noncompetitive edge against the growing internet streaming companies.

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[Ticket: # 1257365 - Comcast data limits](#)

**Date:** 10/12/2016 1:52:53 PM

**City/State/Zip:** Sheridan, Ohio 80110

**Company Complaining About:** Comcast

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## **Description**

Comcast has began an internet data limit on my account. They are the only provider in my area to offer a consistently reliable internet connection. When I began the service there was no limit, and I have no alternatives now that there is one.

Their pricing for exceeding the limit is also unfair. \$20 for 200Gb or an additional \$50 per month for unlimited.

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[Ticket: # 1257420 - Comcast data cap.](#)

**Date:** 10/12/2016 1:56:40 PM

**City/State/Zip:** Houston, Texas 77003

**Company Complaining About:** Comcast

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## **Description**

I believe Comcast does not monitor my data usage correctly. This was not a problem but now will be with their cap. I have a small at-home business and they now have the ability to ask me to pay for what I don't actually use.

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**Ticket: # 1257435 - Comcast Data Cap**

**Date:** 10/12/2016 1:57:42 PM

**City/State/Zip:** Everett, Washington 98201

**Company Complaining About:** Comcast

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## **Description**

Comcast now wants to cap my home internet to 1TB of data. I pay for cable and Internet, and use the internet often for Netflix and online gaming. I fear I will hit this cap in no time and be forced to pay for more internet or switch to lower quality provider. This is an infringement of something that should be a basic right - I don't have a capped electricity or water bill, I shouldn't have one for internet.

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**Ticket: # 1257442 - My comcast internet has been capped and my bill has not.**

**Date:** 10/12/2016 1:58:04 PM

**City/State/Zip:** Bedford, Indiana 47421

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to add an arbitrary limit to the amount of internet data I can access monthly. It costs them no additional resources for me to exceed this limit, but they will charge me extra. I feel as though this is a blatant attempt to discourage me from streaming media through Netflix and to instead purchase a high-definition cable package.

Comcast claims a very small percentage of it's users exceed 1 terabyte of data per month, and while this is true, usage has steadily increased and continues to do so as technology and consumers demand innovation. Twenty years ago no one transferred one hundred gigabytes of data through the internet in a month, now that is very common. As Ultra-HD 4k televisions make their way into the marketplace and our homes, and our children and parents become more tech savvy our bandwidth usage will only increase. We can now rest assured that our monthly payment to Comcast will continue to increase with it, monopolizing and benefiting from the innovation of others while they do little to increase service or customer satisfaction.

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**Ticket: # 1257520 - uncapped internet limits**

**Date:** 10/12/2016 2:03:56 PM

**City/State/Zip:** San Francisco, California 94127

**Company Complaining About:** Comcast

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## **Description**

I am writing today regarding troubling news that ISPs are looking to cap the bandwidth used by consumers.

Cost is perhaps used as an excuse but around the world we see countries rapidly approaching our technological power with no trouble providing uncapped, high speed internet. It is a sad state of affairs that our country is so far behind the curve and falling further behind.

Innovation in our country depends on freedom and net neutrality. Google, youtube, facebook, amazon, netflix -- none of these companies would have existed had the internet usage been controlled more tightly. If it were up to ISPs like comcast, we would be only browsing internet providers they authorize and charging as much as they can. Their fiduciary duty is to shareholders and not to advancing the well being of the country. Don't let their interests hold our country back!

Please err on the side of innovation and provide a flat playing field for new technology services to evolve on top of this transformational platform called the internet.

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[Ticket: # 1257563 - Data Caps](#)

**Date:** 10/12/2016 2:06:53 PM

**City/State/Zip:** Hoboken, New Jersey 07030

**Company Complaining About:** Comcast

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### **Description**

I disagree with Comcast's decision to cap data usage on internet lines. With the way the internet works today, almost every major service is requiring more data usage and company's like Comcast are free to restrict my usage to those sites with their caps. This is wrong.

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[Ticket: # 1257869 - Data Caps](#)

**Date:** 10/12/2016 2:29:02 PM

**City/State/Zip:** Owings Mills, Maryland 21117-3886

**Company Complaining About:** Comcast

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**Description**

Comcast wants to cap me and charge more.

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[Ticket: # 1258424 - Comcast bandwidth cap](#)

**Date:** 10/12/2016 3:11:09 PM

**City/State/Zip:** Bay Saint Louis, Mississippi 39520

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a bandwidth cap on residential accounts

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[Ticket: # 1257558 - Data caps are unfair and anti-consumer](#)

**Date:** 10/12/2016 2:06:28 PM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** Comcast

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## **Description**

I was recently notified that a 1TB monthly cap is now being enforced on my connection. I do not hit that every month, but I certainly do in some months and I find it entirely unfair that I will incur overages as a result.

More and more of my media and work takes place online. 1TB will only be a more crippling as time goes on. I have no alternative internet provider in my area. This is a serious issue threatening my leisure and livelihood.

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[Ticket: # 1257778 - Complaint about Comcast](#)

**Date:** 10/12/2016 2:22:47 PM

**City/State/Zip:** Oakland, California 94618

**Company Complaining About:** Comcast

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### **Description**

I received a notice about limits in data usage. I did not agree to that and do not want internet access limited for anyone. I believe Comcast is violating the law.

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[Ticket: # 1257705 - Internet data caps](#)

**Date:** 10/12/2016 2:18:37 PM

**City/State/Zip:** Arvada, Colorado 80004

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed a cap on my data usage for home internet. They contract out to an outside company to measure my usage but their methods of measuring are not open to the public or transparent at all. Their practices are shady workarounds of net neutrality. We have no other real option for internet service at the speed we want here.

---

[Ticket: # 1257671 - Comcast's internet data usage caps are a clear anticompetitive measure](#)

**Date:** 10/12/2016 2:16:33 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out datacaps nationwide in November, as I am sure you are aware. While 1tb per user might seem high it is not just possible to hit those caps today, but a rough certainty that users will hit them in the coming months and years as 4k streaming becomes more common. These measure represent a clear anticompetitive motivation for Comcast, who thanks to their ownership of NBC Universal and their large number of cable subscribers has a vested interest in preventing streaming media consumption from entering the market to rival their offerings.

I live in an area where my only choice of ISP is Comcast. I have no real alternatives. Regulation is necessary to keep a monopoly in control. Please put a stop to this blatantly anti competitive behavior

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**Ticket: # 1257679 - Comcast Data Caps**

**Date:** 10/12/2016 2:17:06 PM

**City/State/Zip:** Houston, Texas 77035

**Company Complaining About:** Comcast

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**Description**

Recently I was informed Comcast was implementing datacaps in my area (Houston, Texas). Normally, this would simply send me to another provider, however, I don't have any competitive options for another provider. AT&T offers 20% of the speed for 200% of the cost, and Verizon doesn't service my area.

I have no way to protest this change, which has been admitted by ISP executives to be business-based rather than technical-based, other than submitting this complaint. Further, there have been several reported cases where Comcast metering in particular has been shown to be in error. I do not wish to have to install a traffic meter on my own router in order to contest Comcast on their billing.

If ISPs were required to actually compete (Perhaps a cost-per-megabyte/s ceiling based on number of competing services or something similar), this might not be an issue, but a non-competitive environment drives continuing downward trends in customer experience.

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[Ticket: # 1257865 - Data caps](#)

**Date:** 10/12/2016 2:28:49 PM

**City/State/Zip:** Placerville, California 95667

**Company Complaining About:** Comcast

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### **Description**

Comcast and other ISPs should be stopped from capping the internet for residential users. The internet and sharing information is a requirement in this world.

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[Ticket: # 1257800 - DATA CAPS](#)

**Date:** 10/12/2016 2:24:03 PM

**City/State/Zip:** Joliet, Illinois 60435

**Company Complaining About:** Comcast

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### **Description**

Comcast recently sent me a notice saying I would now have a 1Tb data limit on my Internet plan. This is outrageous because Internet isn't a finite resource. They are clearly trying to limit Hulu and Netflix.

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**Ticket: # 1257830 - Comcast Data Caps**

**Date:** 10/12/2016 2:25:40 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Comcast

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### **Description**

Internet should be available to all and arbitrary caps should not be employed to fill the pockets of companies who do not provide their customers with a choice.

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[Ticket: # 1257937 - Data Caps](#)

**Date:** 10/12/2016 2:35:15 PM

**City/State/Zip:** Draper, Utah 84020

**Company Complaining About:** Comcast

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## **Description**

The internet is not a limited resource.

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[Ticket: # 1257945 - Data caps by isp's](#)

**Date:** 10/12/2016 2:35:50 PM

**City/State/Zip:** Boston, California 02115

**Company Complaining About:** Comcast

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## **Description**

Internet service providers either need to be regulated by an open, monopoly free, economy, forcing them to adapt and compete with other providers; or internet needs to become a utility to similarly protect the citizens of the United States.

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[Ticket: # 1258011 - Don't allow ISPs to cap data usage](#)

**Date:** 10/12/2016 2:40:43 PM

**City/State/Zip:** Brattleboro, Vermont 05301

**Company Complaining About:** Comcast

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## **Description**

Allowing ISPs like Comcast (to whom I am currently subscribed) to cap the data usage of their customers is inherently biased against online media streaming and is done to maintain the status quo of cable dominance, thereby stifling innovation in online media. It is clear that this a consumer hostile practice as millions of people are fleeing the status quo and turning to online media over using an outdated service like cable. Online streaming is a much better suited delivery method for many reasons and in time companies offering inferior solutions will inevitably dry up. Limiting peoples access to online media streaming will stifle innovation and ultimately make the online ecosystem and its consumers worse off. It's bad enough that most internet users have no choice about which ISP they can subscribe to. To further disadvantage these people by capping and charging them to exceed said cap, all without the option to seek a more consumer friendly provider would be detrimental to all involved save the ISPs who enact such policies. Please consider the ramifications for media innovation and consumer access when deciding on allowing them to do so.

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[Ticket: # 1258015 - Comcast data-cap](#)

**Date:** 10/12/2016 2:41:12 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast

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## **Description**

The recent practice introduced by Comcats that is forcing customers under a data-cap limitation is unjustified. This is going to be a limiting force to stop innovation and discovery in the future. And this practice could potentially lead to even more restrictions for the internet usage.

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[Ticket: # 1268092 - Complaint against comcast](#)

**Date:** 10/14/2016 8:04:00 PM

**City/State/Zip:** Seattle, Washington 98117

**Company Complaining About:** Comcast

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**Description**

I really don't like the caps on internet usage

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**Ticket: # 1258114 - Cox Communications Data Caps**

**Date:** 10/12/2016 2:48:28 PM

**City/State/Zip:** Parma Heights, Ohio 44130

**Company Complaining About:** Cox

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**Description**

I've had to up my data plan to receive a 700 GB data limit. I still surpass this every month with only two users in the house. This increases my bill by 10 or 20 dollars every month, and alters the way I use my connection. I have no other ISP options.

I just want to add my voice to the masses. There is no reason to cap data and it needs to stop.

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[Ticket: # 1258142 - Data Caps](#)

**Date:** 10/12/2016 2:51:12 PM

**City/State/Zip:** Warren, New Jersey 07059

**Company Complaining About:** Comcast

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### **Description**

Data should NOT be capped.

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**Ticket: # 1258147 - Comcast**

**Date:** 10/12/2016 2:51:46 PM

**City/State/Zip:** Mercersburg, Pennsylvania 17236

**Company Complaining About:** Comcast

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## **Description**

I wish to complain that Comcast Cable is a monopoly in my area. I live in Franklin County Pennsylvania very close to the Fulton County line. Comcast is the only source of broadband internet access. Comcast is a monopoly. They also provide much of the television service in the area. Comcast charges a de facto penalty to those who simply want internet access. Comcast is now proposing to charge an additional fee to Comcast users who exceed a data limit. Previously Comcast provided unlimited internet access. The FCC regulates Comcast. My local community and many others have entered into agreements with Comcast to provide service. Comcast is the only entity providing viable broadband service and television service. Comcast is abusing its granted power in enforcing data limits.

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[Ticket: # 1258197 - Comcast data caps](#)

**Date:** 10/12/2016 2:54:36 PM

**City/State/Zip:** Seattle, Washington 98109

**Company Complaining About:** Comcast

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### **Description**

Comcast is a monopoly in my area, I have no choice but to accept this unilateral change to my service contract. Internet access is imperative to my home based business.

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[Ticket: # 1258213 - Complaint against data caps on broadband](#)

**Date:** 10/12/2016 2:55:41 PM

**City/State/Zip:** St. Louis Park, Minnesota 55426

**Company Complaining About:** Comcast

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### **Description**

Comcast has recently implemented a 1TB cap on broadband per month. This makes it impossible to stream anything and can ruin innovation.

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[Ticket: # 1258262 - Comcast data cap](#)

**Date:** 10/12/2016 2:59:36 PM

**City/State/Zip:** Tallahassee, Florida 32308

**Company Complaining About:** Comcast

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## **Description**

I was recently notified by Comcast that my data would be capped at 1 TB per month starting November 2016. This is unacceptable. I would implore the FCC to investigate this infringement on my internet service.

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[Ticket: # 1258310 - Internet data caps](#)

**Date:** 10/12/2016 3:02:07 PM

**City/State/Zip:** Longview, Texas 75601

**Company Complaining About:** Cablelynx

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## **Description**

We had unlimited internet in my home. When cablelynx started rolling out caps they said that the cap of 500 Gbs would be sufficient to cover our internet usage. It has been 4 months and we have already gone over. The fact that we have to pay extra for the same service is why I am complaining.

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**Ticket: # 1258316 - Comcast Data Caps**

**Date:** 10/12/2016 3:02:35 PM

**City/State/Zip:** Kansas City, Missouri 64118

**Company Complaining About:** Comcast

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## **Description**

Data caps in general should not be enforced and should be out right outlawed on land connection. You don't get talk time charged on your land line do you?

Comcast is enabling data caps on customers and should be stopped. There's no reason for this.

Remember when the government spent billions of dollars to get better infrastructure?

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**Ticket: # 1258431 - Comcast Data Caps**

**Date:** 10/12/2016 3:11:37 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** Comcast

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### **Description**

Comcast capping data usage, essentially a utility like water & electricity, is insane and a power grab for money. With Netflix HD streaming, i can use this cap within a week.

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[Ticket: # 1258641 - Data-Cap](#)

**Date:** 10/12/2016 3:30:18 PM

**City/State/Zip:** Cape Coral, Florida 33990

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a data-cap. This is unacceptable, it is akin to telling someone that can only drive 30 miles a day. HD video using several GB's an hour, 1 terabyte isn't much when everything is streamed now- a-days. They are trying to bully people into keeping cable TV, instead of freedom of choice and using online tv services.

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[Ticket: # 1258495 - Seriously though, the implications of an open internet are enormous please don't ignore them](#)

**Date:** 10/12/2016 3:16:26 PM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast

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## **Description**

I know you're probably getting a ton of these right now but please know that it's for a reason. It's insane how much power your organization has to people's lives. The internet has been revolutionary in changing our species on an unprecedented scale and to allow the greed of a small number of people destroy the potential progress of millions is insane. Please make data-caps off limits. The market can't do anything when there's an effective monopoly and the barriers to entry are impassable. New cable companies can't just spring up offering better service and we have to do something to compensate.

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[Ticket: # 1258524 - Comcast's Terabyte Data Cap](#)

**Date:** 10/12/2016 3:19:06 PM

**City/State/Zip:** San Jose, California 95112

**Company Complaining About:** Comcast

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## **Description**

The Terabyte Plan is a blatant attack on Open Internet especially in places that don't have any other choice but to use Comcast. Internet needs to be unlimited because that is what we pay for. We shell out so much money to Comcast and they keep on just lowering their quality of service. This doesn't have to do with inflation, this is the result of regional monopolies deciding to do whatever they want because they can.

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**Ticket: # 1258554 - Comcast ISP Data Caps**

**Date:** 10/12/2016 3:22:02 PM

**City/State/Zip:** South St Paul, Minnesota 55075

**Company Complaining About:** Comcast

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## **Description**

Comcast has now enacted and will soon be enforcing a data-limit on my home internet usage.

- 1) This is not what I signed a 2-year contract to pay for
- 2) They can't reasonably guarantee the accuracy of their metering
- 3) They are stifling competition by discouraging chord-cutting (giving a data-pass to only their own products)
- 4) Access to an open internet is not just a "luxury" any more, and many folks don't have choices in who can be their ISP. These kinds of metering is simply wrong, unfair, and totally screwing over those locked in the middle of a multi-year contract or don't have an option to pick another provider.

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[Ticket: # 1258575 - Data Caps](#)

**Date:** 10/12/2016 3:24:09 PM

**City/State/Zip:** Friendswood, Texas 77546

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping my internet. I'm being limited and it's forcing me to cut back on what I've paid for. Now I'll have to pay fee's on top of my bill if I go over.

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[Ticket: # 1258578 - Internet caps](#)

**Date:** 10/12/2016 3:24:22 PM

**City/State/Zip:** Sugar Land, Texas 77498

**Company Complaining About:** Comcast

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## **Description**

Internet speed should not be regulated by companies or by anyone. I have cable internet, yet I am not getting the speed I am supposedly paying for. Internet companies should not be allowed to lie and get away with this.

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**Ticket: # 1258613 - Internet access is a UTILITY**

**Date:** 10/12/2016 3:26:47 PM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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## **Description**

ISP's should not be allowed to mold their business model to one where bandwidth limits and data usage caps are the norm!

Providing access and maintaining internetworks is cheaper than ever, so why allow megalith ISPs to consolidate power and strangle US citizens into paying for connections that are high priced, low bandwidth and have limited transmission quotas?! And for what - so they can stop hemorrhaging cable TV subscribers for a few more years?

Why allow these corporations to tell municipalities that they cannot provide internet access as a household utility?!

Why allow them to block our natural evolution to a free and open communications and knowledge sharing platform that is a basic requirement for participation in modern society!?

Please expend all your available energies and resources to ensure a future that provides an internet FOR the people, operated as a public utility for the benefit of - no hyperbole - our entire species.

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**Ticket: # 1258691 - Comcast Data Caps**

**Date:** 10/12/2016 3:34:54 PM

**City/State/Zip:** Bothell, Washington 98011

**Company Complaining About:** Comcast

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### **Description**

Living in an area that I have no choice but to use Comcast for internet service I am very opposed to their 1TB cap. I encourage the FCC to continue their efforts to insure an open and free internet access environment.

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[Ticket: # 1258694 - Comcast new proposed data cap](#)

**Date:** 10/12/2016 3:35:20 PM

**City/State/Zip:** College Park, Maryland 20854

**Company Complaining About:** Comcast

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## **Description**

Why in the world are we going through this again, 1 terabyte is a lot now, but I guarantee that in the next 10 years, people under comcast are going to get overcharged like no tomorrow. We live in an age where the internet is considered a utility, yet it is being treated as a private monopoly. I don't think we need to go through what happened with Enron again.

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[Ticket: # 1260235 - Comcast internet cap](#)

**Date:** 10/12/2016 6:23:57 PM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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## **Description**

Comcast is violating open internet by instituting a cap.

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[Ticket: # 1258746 - Data caps](#)

**Date:** 10/12/2016 3:39:09 PM

**City/State/Zip:** Tempe, Arizona 85282

**Company Complaining About:** Comcast

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## **Description**

Comcast's data can policies are irresponsible, only possible because of their monopoly, and designed to perpetuate that monopoly even to the point of attempting to discourage internet streaming on favor of cable services offered by Comcast . These are the exact circumstances at which it is a government agencies job to step in and protect the public's interests.

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**Ticket: # 1258857 - We Need an Unlimited and Open Internet**

**Date:** 10/12/2016 3:47:12 PM

**City/State/Zip:** Drexel Hill, Pennsylvania 19026

**Company Complaining About:** Comcast

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## **Description**

We need to put an end to the anti-competitive behaviors of large, monopolistic telcos. Right now, there is no reason for these giant companies to care about the end-user. There is not enough competition and therefore too many opportunities for companies to extort money from users for a service that is arguably a necessity in this 21st century global economy. Fines levied against telcos for these types of behaviors are too small to effectively discourage this predatory behavior. Telcos are able to purchase laws that protect their predatory business models, while capped access stifles innovation and lessens our ability to compete in the global economy.

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[Ticket: # 1259829 - Overage/data caps](#)

**Date:** 10/12/2016 5:24:23 PM

**City/State/Zip:** Arizona City Place, American Samoa 20850

**Company Complaining About:** Comcast

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## **Description**

Metering to calculate overage should be overseen by the government and the methods used should be open to the public.

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[Ticket: # 1258892 - Data Caps](#)

**Date:** 10/12/2016 3:50:06 PM

**City/State/Zip:** Nm, Hawaii 96770

**Company Complaining About:** Comcast

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### **Description**

Customers should pay for speed not amount of data usage. Data is not a limited resource like water or gas. We should not pay for using more!

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[Ticket: # 1258926 - Data caps](#)

**Date:** 10/12/2016 3:53:20 PM

**City/State/Zip:** Charlottesville, Virginia 22902

**Company Complaining About:** Comcast

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## **Description**

It's absolutely ridiculous to me that in 2016 there's even anything to be considered here. Our tax dollars already paid Comcast et al for the supposed infrastructure. They shouldn't be allowed to charge us again for actually using it. What the hell was the subscription fee even for, then? I'm fortunate enough to live in a market that's actually competitive so they can't use this dirty tactic without losing a lot of business, but that's a happy coincidence. They shouldn't even have the option. And you're the agency whose job it is to take the capacity for such abuses away from them.

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**Ticket: # 1258942 - Comcast Data Caps**

**Date:** 10/12/2016 3:54:25 PM

**City/State/Zip:** Lynnwood, Washington 98036

**Company Complaining About:** Comcast

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### **Description**

This is unacceptable. In a world where we are as dependent on connectivity as we are electricity, we cannot allow companies like Comcast to cap our data. Please stand up for us. Please do not let these companies monopolize and capitalize on our internet.

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[Ticket: # 1259054 - Comcast data limits](#)

**Date:** 10/12/2016 4:06:18 PM

**City/State/Zip:** Washington Dc, District Of Columbia 12345

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to implement data usage limits for Internet access. This is an affront to an open and free Internet. Comcast is using its market dominance (monopoly) to discourage use of competing tv services. By limiting Internet data, it discourages Internet users from using streaming services like netflix or amazon. It also affects services like video games, that are increasingly using Internet transfer for content delivery. A single game update could use up to 1/10 of the monthly limit as set by comcast. Future streaming and video games will only grow in size which all but guarantees the current limits will be insufficient for almost any normal household Internet needs.

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[Ticket: # 1259075 - Comcast data caps are unfair](#)

**Date:** 10/12/2016 4:08:59 PM

**City/State/Zip:** Katy, Texas 77449

**Company Complaining About:** Comcast

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## **Description**

Soon Comcast will begin metering my data here in Texas. This is ridiculous as a computer science major I understand exactly how bandwidth and speeds work and putting caps on my data doesn't make any sense. It's not some finite resource like water or gas where what I use takes from the what we all have. Secondly who is going to be monitoring my data usage? I hope not Comcast because who is going to keep them honest, not like they have been in the past anyways. You need to do something about this, I should only be paying for the speed of my internet not how much I use.

---

[Ticket: # 1259098 - Comcast changing my service contract with out my agreeing to a new contract.](#)

**Date:** 10/12/2016 4:10:21 PM

**City/State/Zip:** Houston, Texas 77021

**Company Complaining About:** Comcast

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## **Description**

I recently received and email from my ISP COMCAST, stating my new data usage plan is now available. I never once was contacted my Comcast much less verbally or electronically agreeded to modify or change my current internet plan. I feel it's a violation of my rights as a consumer that this company can arbitrarily just modify it change a prior contract I had with out my prior consent.

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[Ticket: # 1259111 - Regarding Dara Caps](#)

**Date:** 10/12/2016 4:12:22 PM

**City/State/Zip:** Sutherlin, Oregon 97479

**Company Complaining About:** Comcast

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## **Description**

The idea of capping the Internet based on how much a consumer uses is borderline absurd. The Internet has no cost of supply so there should be no cost in terms of how much is used. Please review this complaint as well as all the others and think of how letting companies capping the Internet will hurt the economy as a whole. Thank you for reading this.

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[Ticket: # 1259153 - End data caps](#)

**Date:** 10/12/2016 4:15:23 PM

**City/State/Zip:** Austin, Texas 78705

**Company Complaining About:** Comcast

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## **Description**

Prevents competition and encourages monopolies

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[Ticket: # 1259154 - Investigating data caps](#)

**Date:** 10/12/2016 4:15:24 PM

**City/State/Zip:** Winona, Minnesota 55987

**Company Complaining About:** Comcast

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## **Description**

Do not let monopolistic ISPs continue to screw over customers by allowing them to place artificial usage limits on broadband internet. The internet is not like water or electricity, it should not be artificially limited as such. Comcast and Time Warner Cable are the primary focus of this complaint. Internet is no longer a luxury, it is a public utility that is deserved by all Americans. No different than electricity was 100 years ago, Americans now COULD live without electricity, at a HUGE disadvantage to their counterparts who do have it. Do not limit online innovation and industry growth because an ISP with huge profit margins says they need to make more money.

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[Ticket: # 1259185 - Data Caps](#)

**Date:** 10/12/2016 4:19:44 PM

**City/State/Zip:** Oakley, California 94561

**Company Complaining About:** Comcast

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### **Description**

Comcast or any internet provider should not be capping or charging extra for data connection. This will set back the US when it comes to technology and development.

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[Ticket: # 1259177 - Comcast unfairly enforcing internet data cap](#)

**Date:** 10/12/2016 4:18:31 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me a letter informing me that my data is now capped at 1TB, I was not asked to agree to new terms of service, also this stifles competition and will slow down the advancement of technology. Locking the cap based on the current usage of the top 1% of users will very rapidly create a situation where as technology advances I will be forced to pay overages, as will most users.

They have a monopoly on high speed service to my residence, otherwise I would switch to one of their competitors who offer higher speeds with no caps for less money!!!

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**Ticket: # 1259211 - Limitation of Internet**

**Date:** 10/12/2016 4:21:24 PM

**City/State/Zip:** Watertown, New York 13602

**Company Complaining About:** Time Warner

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### **Description**

TWC is the only available ISP in my area and they charge 80/month for 25mb download, however when I clocked the speed with speed test.com, I was averaging 7mb download speed. The speeds advertised and that I'm paying for are not what I'm receiving. I'm being punished because I don't have a package with cable TV, as I stream my TV shows.

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**Ticket: # 1259281 - Restrict ISPs from Implementing Unfair and Non-Transparent Data Caps**

**Date:** 10/12/2016 4:27:52 PM

**City/State/Zip:** Midvale, Utah 84047

**Company Complaining About:** Comcast

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**Description**

Comcast, starting Nov 1st, is implementing a 1 TB datacap for their internet subscribers in Utah.

This is completely unacceptable as their measurement methods are secret and there is no gov't body in place to ensure they are accurately measuring data used by their customers.

Second the fact that they were suddenly able to increase this cap from 300GB (which was not enforced in Utah) to 1TB should help shed light that this is not to prevent traffic congestion on their network, but rather a way for them to charge fees for data overages and urge consumers to switch back to archaic cable.

Please take in to consideration the ripple effect this will have with the online economy that has blossomed thanks to a open internet where consumers and companies alike did not have to worry about data consumption as though it was a restricted wireless spectrum.

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**Ticket: # 1259295 - Comcast Datacaps**

**Date:** 10/12/2016 4:28:54 PM

**City/State/Zip:** Brick, New Jersey 08724

**Company Complaining About:** Comcast

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## **Description**

Hello,

It has recently been reported that comcast is starting to implement datacaps across the nation on home internet service. This is unacceptable as this is just another ploy for internet companies to charge more and charge more for people who use the internet. This is a job for the FCC and defend the our right to a unlimited data internet.

Thank you,

Steven

Supporting story: <https://www.wired.com/2016/10/new-data-caps-provide-another-reason-hate-comcast/>

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[Ticket: # 1259385 - data cap limits](#)

**Date:** 10/12/2016 4:37:51 PM

**City/State/Zip:** Federal Hieghts, Colorado 80260

**Company Complaining About:** Comcast

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## **Description**

We need open internet for the progress of the human population and theses data limits will limit innovation and stifle progress.

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**Ticket: # 1259484 - Poor Internet Service with no Alternative**

**Date:** 10/12/2016 4:45:48 PM

**City/State/Zip:** Brown Deer, Wisconsin 53223

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable has had poor service in the greater Milwaukee area for years. This issue spans several years across several business locations and residences that I've personally witnessed. The issues go unaddressed completely. Service has never improved. Customer Service has never improved. Cost of service is very high (\$80/month for 50MB/5MB Up/Down). Promises are made every single time Customer Service is contacted, and every single time promises are broken. As far as I know AT&T is the only alternative service and I've had equally bad experiences with both their service and customer support. These companies are exploiting an entire industry. Please help.

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[Ticket: # 1259473 - internet caps and net neutrality](#)

**Date:** 10/12/2016 4:45:04 PM

**City/State/Zip:** Houston, Texas 77084

**Company Complaining About:** Comcast

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### **Description**

It is insane that we are allowing internet providers to cap our internet. There is no competition in these markets and they won't go into each others areas. In many areas around me you have ONLY 1 provider and in your best case your have two. Even then its comcast and att 95 percent of the time and they both have terrible service and are instituting caps and are lobbying against net neutrality... This can not be allowed to continue.

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**Ticket: # 1259502 - Comcast Data Caps**

**Date:** 10/12/2016 4:47:09 PM

**City/State/Zip:** Arlington, Virginia 22207

**Company Complaining About:** Comcast

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## **Description**

In this day and age it is completely unnecessary to allow for capped internet especially when most of the nation is limited to one carrier choice. While 1TB/month is high for now, unless this scales with Moore's law you will soon see even light users exceeding this cap with no alternative. Eventually the cable companies will offer traffic that is exempted from counting towards the cap as a side channel for circumventing net neutrality. Please stop this before it goes too far. The US internet structure is already behind the curve, don't allow Comcast and others to push this further backwards.

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[Ticket: # 1259522 - Data caps from large ISPs](#)

**Date:** 10/12/2016 4:48:55 PM

**City/State/Zip:** Hanley Falls, Minnesota 56245

**Company Complaining About:** Comcast

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### **Description**

Large ISPs like Comcast charge like bandits for limited internet. In many places, such companies have monopolies, and the US government has allowed them to retain such monopolies simply because doing anything to stop it would be too hard.

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**Ticket: # 1259602 - Comcast Anti-Competition practices**

**Date:** 10/12/2016 4:59:14 PM

**City/State/Zip:** Grass Valley, California 95945

**Company Complaining About:** Comcast

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## **Description**

Comcast is soon to introduce a data-cap of 1TB on internet users such as myself. Comcast suddenly wants to charge an extra \$50 per month to have unlimited data usage which gives me the ability to stream internet TV sources such as Playstation Vue. Under the new 1TB cap I would have to cut down or cancel my Playstation Vue subscription because it would put me over the cap.

It seems to me Comcast is trying to force internet tv competitors out of business so you are forced to subscribe to their cable tv service if you want to watch your tv for more than 10 hours a day that the cap allows. If I paid for comcast cable tv i could watch 24/7 and there would be no extra charge, but because i choose to stream through playstation vue i am not given the same rights.

I also would like to state that I don't feel the FCC is being tough enough on internet providers who keep trying to push their anti competitive practices. I would like the FCC to do their job and make internet data-cap free. The internet is a necessary resource in today's world just as much as gas and electricity is; it is completely anti-consumer to make internet prices so high and limit usage, it only inhibits innovation and production.

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[Ticket: # 1259635 - Capped Internet is anti-consumerist](#)

**Date:** 10/12/2016 5:02:30 PM

**City/State/Zip:** South San Francisco, California 94080

**Company Complaining About:** Comcast

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## **Description**

I full hardily disagree with Comcast/Xfinity act to cap more internet usage to the entire nation! The very act of capping the internet is anti-consumerism and forces people with already few ISP choices to just accept more red tape that they'll eventually break in a few years. Comcast is just setting up the chess board to eventually make more profits from technology that hasn't improved in decades, and that will unlikely improve in the coming years.

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[Ticket: # 1259756 - ISP Data Cap](#)

**Date:** 10/12/2016 5:16:52 PM

**City/State/Zip:** Springville, Utah 84663

**Company Complaining About:** Comcast

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## **Description**

Capping data on assumed and/or miscalculated usage.

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[Ticket: # 1259886 - New Datacap on internet](#)

**Date:** 10/12/2016 5:32:36 PM

**City/State/Zip:** Auburn Hills, Michigan 48326

**Company Complaining About:** Comcast

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**Description**

Comcast just told me they are going to cap my internet data usage.

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[Ticket: # 1259758 - Internet Data Caps are not right](#)

**Date:** 10/12/2016 5:17:17 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to begin capping my internet in November. This is not right and doesn't provide anything beneficial to the consumer. I would gladly switch internet provider if I had the option, but thanks to Comcast's territory rights I have no other options. It is very obvious that these types of regulations are just going to increase. I know deep down nothing is ever going to happen with this, but what the hell. Please end the comcast monopoly!

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**Ticket: # 1259920 - Data caps**

**Date:** 10/12/2016 5:35:50 PM

**City/State/Zip:** Jackson, Michigan 49201

**Company Complaining About:** Comcast

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## **Description**

As someone who uses the internet almost 24/7 for business and pleasure I am appalled that companies like at&t, Comcast, time warner and many others are applying caps to their services. Whether its a hard cap or a soft cap doesn't matter. They have said themselves that the caps have nothing to do with a physical limitation they are up against but it is another way for them to money. So they are now charging the same for less of a service than I was receiving just weeks ago. Its crazy to me that a company can do this and effectively shut out competition from other innovative companies like Netflix and sling box services. Any family that uses more than one tv at a time with any of these services would be punished by their ISP just because they choose not to use their tv service. Now most people would say well just change service provider if you dont like the policies of one but with the agreements they all have with one another that doesn't work. They either only allow one main type of cable or DSL provider per area or if there are multiple then they all have the same policies so they are effectively not competing at all.

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[Ticket: # 1259932 - Internet data caps from ISPs stifles competition](#)

**Date:** 10/12/2016 5:38:35 PM

**City/State/Zip:** Houston, Texas 77084

**Company Complaining About:** Comcast

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## **Description**

Comcast's goals are clear: guide its users away from streaming video services by enforcing an upper limit that they can be used. They also conveniently provide cable TV services for an additional charge. The consumer (myself included) is leaving cable services because they are unsatisfied with the cable service Comcast provides. This obviously cuts into their profits. The natural conclusion is that Comcast should provide better services. But instead Comcast turns to limit our ability to use other services.

It would be nice if everyone could leave Comcast for providing a terrible solution to the poor cable services provided as well as for their recent change to internet services. But sadly, for many of us there is no option to switch ISPs as no other is available due to local monopolies.

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**Ticket: # 1259964 - Data Caps**

**Date:** 10/12/2016 5:43:04 PM

**City/State/Zip:** Colorado Springs, Colorado 80909

**Company Complaining About:** Comcast

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### **Description**

I have internet through Comcast. They have a policy of capping internet data even though there is no valid reason to do so. My concern is that they are directly competing with online streaming (like Netflix) with their cable package and that they are trying to disadvantage access to consumers with monopolistic practices. I have no legitimate competitors to be my ISP and strongly disagree with these practices.

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**Ticket: # 1260075 - Comcast Data Cap 1TB**

**Date:** 10/12/2016 5:57:02 PM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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## **Description**

Though it won't hurt me today, I'm worried about the datacap for services five years from now. With 4k streaming becoming way more common, my data is sure to skyrocket in the coming years. They are doing nothing but planting the seeds for a cash grab in the coming years, and with limited to no competition they think they can get away with it. Consumers are counting on you to keep Comcast in check.

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[Ticket: # 1260138 - Data caps](#)

**Date:** 10/12/2016 6:09:01 PM

**City/State/Zip:** South Bend, Indiana 46614

**Company Complaining About:** Comcast

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## **Description**

Days caps sucks innovation and consumers right to a free, open Internet

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**Ticket: # 1260146 - No Data Caps**

**Date:** 10/12/2016 6:10:01 PM

**City/State/Zip:** Valley Park, Missouri 63088

**Company Complaining About:** Comcast

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## **Description**

The internet is becoming a utility that is needed for everyday life. ISPs should not be able to impose restrictions on its customers just because there is no competition. The internet is not a limited resource. Therefore it makes no sense for ISPs to charge us based on the amount of data we are consuming. Please stop this atrocious practice!

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[Ticket: # 1260228 - Stop companies from limiting the internet](#)

**Date:** 10/12/2016 6:23:24 PM

**City/State/Zip:** Waipahu, Hawaii 96797

**Company Complaining About:** Comcast

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## **Description**

There is one UPS out there who is limiting the amount of internet usage we can use, and I feel as though its a violation of Net Neutrality, as well as our rights as internet users. If more ISPs limit the amount of internet data we can use, then it will prevent people from doing their work, and as well as making innovations that might be made outside of the United States.

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[Ticket: # 1260209 - datacap](#)

**Date:** 10/12/2016 6:20:58 PM

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

**Company Complaining About:** Comcast

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## **Description**

bandwidth caps are an artificial scam to generate revenue

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[Ticket: # 1260395 - Comcast data cap complaint](#)

**Date:** 10/12/2016 6:53:23 PM

**City/State/Zip:** Portland, Oregon 97203

**Company Complaining About:** Comcast

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### **Description**

I had no say in the matter and no suitable broadband alternatives. Outraged by Comcast's actions.

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[Ticket: # 1260268 - Net Neutrality - Data Caps.](#)

**Date:** 10/12/2016 6:29:06 PM

**City/State/Zip:** Boulder, Colorado 80301

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently notified me that they will be capping my internet usage. In my location in Boulder Co, I have limited other options to switch providers to avoid this cap. I ask that the FCC more closely regulates the ISP industry, and Comcast in particular, as the monopoly utility they are. Also Comcast does not allow "downstream" monitoring of data usage, as say the Electric Utilities do, so I have no plausible way to challenge their billing in the event that there is a dispute.

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**Ticket: # 1260281 - Comcast Data Usage Caps**

**Date:** 10/12/2016 6:31:34 PM

**City/State/Zip:** Issaquah, Washington 98027

**Company Complaining About:** Comcast

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**Description**

Comcast has recently rolled out a 1TB monthly data usage cap in my area. My issues with this:

- \* Comcast's usage data and collection methodology is not transparent, and I have no way to independently verify their usage metrics
- \* This cap disproportionately targets streaming services, which compete directly with Comcast's cable offerings (making the cap anti-competitive)
- \* Emergent technology (4k streaming, VR, etc.) pushes data usage higher naturally over time, so widespread data usage caps stifle adoption of new technologies

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[Ticket: # 1260460 - Comcast data cap](#)

**Date:** 10/12/2016 7:05:19 PM

**City/State/Zip:** Stillwater, Minnesota 55082

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be able to restrict data access for profit gain. Were phone lines restricted? No, they were not. Bull. Please stop a functional monopoly from happening

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[Ticket: # 1260533 - Comcast Internet cap](#)

**Date:** 10/12/2016 7:20:48 PM

**City/State/Zip:** Richmond, Texas 77406

**Company Complaining About:** Comcast

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## **Description**

I got a notice on our account that Comcast will be capping data to 1TB starting November 1st. It says if we like to have unlimited internet then we have to pay \$50 extra a month. Our current plan is unlimited and doesn't enforce any data limitations. This isn't right and unfair practice. We do not have any other internet services in our area to move to and are stuck with Comcast.

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[Ticket: # 1260625 - Caps to Slow Streaming Competition](#)

**Date:** 10/12/2016 7:40:55 PM

**City/State/Zip:** Houston, Texas 77059

**Company Complaining About:** Comcast

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### **Description**

I'm really irritated with Comcast implementing a cap on my broadband account. For as much as I pay, I should be able to use as much as I like (excluding abuse of course).

They say this is about being fair. But it's not, it's about being anti-competitive, and monopolistic.

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**Ticket: # 1260628 - Excessive and Uncompetitive Internet Rates****Date:** 10/12/2016 7:41:58 PM**City/State/Zip:** Miami, Florida 33116**Company Complaining About:** Comcast

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**Description**

I am not sure I have a legitimate complaint. You, please tell me if this is a reasonable But here it is. I am in Miami Dade County Florida. I am a residential customer of Comcast. I have Internet Service, with a speed of 30MB per second. It is my understanding that Internet service has been deemed an utility by your Agency (FCC) and reaffirmed on a 2 -1 recent decision by the US Court of Appeals for the District of Columbia. Less than 10 miles from my home, Atlantic Broadband provides Internet Service twice the speed (60Mb/s) for half the price I am being charged by Comcast.

I called Atlantic Broadband trying to obtain their services, but was told that due to the nature of Cable Internet, they could not provide me this service. Internet service is important to me. I use it to do my banking, pay my bills, and other financial uses. I feel that the charges I pay for Internet service is a draw of the hat. If you happen to be on the right geographical area you pay less. On my case, I am on the wrong geographical area. I had no choice when Comcast took over the previous cable company on my area. I would love to move them out and welcome Atlantic Broadband. Can anything be done on this matter? I am paying a rate that is four times higher than Comcast competitor ( Atlantic Broadband ) charges their customers. I would appreciate your help on this issues. Thank You. FJA.

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[Ticket: # 1260680 - Internet Caps Comcast](#)

**Date:** 10/12/2016 7:56:03 PM

**City/State/Zip:** Upper Marlboro, Maryland 20772

**Company Complaining About:** Comcast

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## **Description**

Comcast capping data per month for customers

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**Ticket: # 1260688 - Comcast Xfinity Data Caps****Date:** 10/12/2016 7:58:09 PM**City/State/Zip:** Evergreen, Colorado 80439**Company Complaining About:** Comcast

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**Description**

Comcast is trying to limit the amount of data used in one month to 1TB. This cap is ridiculous given the ever expanding nature of high definition streaming video. Consumer TV sets are quickly moving towards 4K video. One hour of 4K streaming video is 7GB of data. If just 1 person watches 1 hour of programming per day that's almost 1/4 of the cap for the month. That might be fine for a single person, but what about an entire household? What if that household also browses the internet? New video games can be 50GB-100GB on their own and many require you to download the entire game if there is a patch or update. Comcast needs to spend money upgrading our internet infrastructure rather than placing caps on existing customers.

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[Ticket: # 1261164 - 1TB Cap with Comcast](#)

**Date:** 10/12/2016 10:22:07 PM

**City/State/Zip:** Vancouver, Washington 98682

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out 1TB caps for all Washington users which is unacceptable. When will it end?

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[Ticket: # 1260880 - Comcast Data Cap](#)

**Date:** 10/12/2016 8:48:54 PM

**City/State/Zip:** Kent, Washington 98042

**Company Complaining About:** Comcast

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## **Description**

I'm writing in a complaint in regards to Comcast's cap in the amount of data I am able to use each month before getting hit with an unjustifiably high fee. This is not only unfair, as there are no other options in my area, but is also a clear attempt at Comcast from leaving their cable subscription to enjoy other forms of data heavy subscriptions such as Netflix, Steam and Amazon Prime video.

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[Ticket: # 1260897 - Comcast Data Caps @ 1TB](#)

**Date:** 10/12/2016 8:53:58 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast

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## **Description**

Effectively increasing the cost of my existing service by \$50. It is easy to go over even 1TB of bandwidth a month. This will only get worse as more data intensive applications become popular.

No real local competition means I am at the mercy of comcast to determine how much money they want to extract out of me per month.

This is called a monopoly.

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**Ticket: # 1261039 - Data Caps and Bandwidth Restrictions**

**Date:** 10/12/2016 9:41:34 PM

**City/State/Zip:** Evanston, Illinois 60201

**Company Complaining About:** Comcast

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**Description**

Comcast is a disgrace to internet service providers. I would choose another provider if there were viable alternatives in my area, but I can not. That being said, Comcast can affectively leverage this to make more money and eventually continue to compete as a cable TV company by limiting your access to streaming TV and Movies online from companies such as Netflix and Amazon.

Furthermore, it is my right to download however much I please utilizing my connection, and no third party should have reason to restrict one's usage especially when bandwidth congestion is NOT a concern.

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**Ticket: # 1261081 - Comcast**

**Date:** 10/12/2016 9:54:51 PM

**City/State/Zip:** Eugene, Oregon 97403

**Company Complaining About:** Comcast

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## **Description**

Comcast has elected to begin imposing a one terabyte data usage limit on the Eugene, OR area, which I find in stark disagreement with the original sale of my service. Where my original service was, and shall continue to be until November 1st of 2016, unlimited, as of this date of policy change my service will be limited to one terabyte or 1,024 gigabytes of data allotment with a \$50 surcharge (71% of what I currently pay as a monthly cost for my service) added to my monthly bill to return to having unlimited data, or an additional \$10 for each 50 gigabyte block of overage, capped at \$200 in overage charges. These changes benefit the wallets of Comcast's corporate branch with absolutely no benefit to its customer base. This is simply another way for them to attempt to inflate their profits without having to provide a better service to customers who have taken to Netflix, Hulu, HBO Go, and other media streaming outlets over the traditional cable set-top box.

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**Ticket: # 1261209 - Comcast imposes data limits after signing recent 2 year agreement**

**Date:** 10/12/2016 10:35:34 PM

**City/State/Zip:** Sammamish, Washington 98074-3626

**Company Complaining About:** Comcast

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## **Description**

I had recently signed up for a 2 year agreement with Comcast/Xfinity for Cable, Internet, and Voice. They refer to this as a "Triple Play"

I just received notification that they are imposing data limits on the Internet access of 1tb. They quoted my current usage as over this amount since I signed the contract. This is not a meeting of the minds or fair business practice to offer one rate, then add limits after the contract is in place. There are other unfair competitive aspects of this data limit.

It limits my choices in phone services. I want to look at alternative VOIP providers. Comcast does not put data limits on their phone service but any use of a competitive VOIP will be bound by their data limits.

Comcast does not put bandwidth limits on its own cable/movie/tv. I use other streaming services such as Netflix and Amazon. These services are now limited due to Comcast data limits. Future resolution improvements such as 4k are now limited by Comcast data limits. Comcast themselves can provide 4k without a limit on access. Comcast does consider their internet streaming as internet data, where at the same time if you lease another cable box they do not cap data to it.

My abilities to view news and other data on the internet at improved technology resolutions is limited by what Comcast will allow me to have, even though they don't limit their own premium phone and cable options.

1tb may seem high at this point in time, but it will quickly no longer be viable in the future. Penalties are charge by Comcast for any overage, any attempts to use other internet services are now limited.

Comcast also has uptime issues on Cable, TV, phone. One or more of these services fail regularly. One choice is to use VOIP if the Comcast Phone is down. For News, Internet streaming is an option. With data limits the extra bandwidth to use VOIP or streaming TV is limited and high priced due to lack of reliability in their own services.

Competition on the net is being blocked by Comcast on VOIP, Cable, and Internet itself by Comcast imposing data limits, especially after signing service agreements with Comcast

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**Ticket: # 1261230 - Comcast and Bandwidth caps**

**Date:** 10/12/2016 10:45:28 PM

**City/State/Zip:** Redmond, Washington 98053

**Company Complaining About:** Comcast

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## **Description**

Recently the Internet provider Comcast introduced bandwidth caps in the Seattle area. I believe in Net neutrality. Comcast is both a home content provider and creator. This level of regulation on their services is allowing Comcast to artificially beat its competition. As an example Netflix also offers content to users within a subscription. If for example a user has to now pay a much larger internet bill because they are using Netflix. Assuming that streaming subscription model like Netflix or Hulu is their main form of entertainment Comcast now can over charge users who are not watching their content. This is an example of vertical integration on Comcast's part. Being a content creator means that they should be advocating for net neutrality not attempting to get around it.

I feel it worth mentioning that I am writing this not being a customer of Comcast currently. When moving I actually looked for housing away from Comcast and their bad business practices. I wanted to also disclose that i am not a customer to mention that i believe this is wrong even if it does not effect me currently. The internet should be a free and open place for everyone who is paying their internet bill regardless if the user wants to watch Cable Nexflix or YouTube.

additional reading on topics listed

Vertical Integration:

[https://en.wikipedia.org/wiki/Vertical\\_integration](https://en.wikipedia.org/wiki/Vertical_integration)

Comcast's new policys:

<http://www.moneytalksnews.com/theyre-coming-home-internet-data-caps-and-higher-costs/>

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[Ticket: # 1261326 - Data caps are unfair price gouging](#)

**Date:** 10/12/2016 11:31:33 PM

**City/State/Zip:** Englewood, Colorado 80113

**Company Complaining About:** Comcast

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## **Description**

Recently, I received a notice from Comcast that I would pay extra fees after using 1 TB of data. Since Comcast is not producing the content that I'm receiving, they have no right to charge me for it! I understand that if many users want to send/receive data at a faster rate, they will need to upgrade their infrastructure, so charging for faster delivery is fair. Charging for content that they're not producing is price gouging, plain and simple. As technology progresses, content will be higher quality and will require a faster connection but will also reach their caps more quickly, allowing them and other ISPs to "double dip." This exploitation needs to be stopped immediately!

Thank you for your time.

-Brad

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**Ticket: # 1265425 - Comcast is communist (my serious complaint)**

**Date:** 10/14/2016 1:17:58 PM

**City/State/Zip:** Provo, Utah 84606

**Company Complaining About:** Comcast

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## **Description**

When I google Comcast, is it mere coincidence that multiple Nazi flags appear on the first page of my search?

You must look at the rampant and rabid feedback from millions of people regarding Comcast's business practices. From the notorious actions of that old lady who took a hammer to her local Manassas Comcast customer service building in 2007 to today's widespread and extreme dissatisfaction with Comcast's oppressive business plan.

Comcast's decision to limit data plans for home networks is not a "value-added" service like their PR team has feebly attempted to convey. Comcast is merely attempting to charge more for a service that individuals already have. It's blatant anti-consumerism.

There is a serious lack of consumer choice due to local monopoly occurring in the majority of cities across the nation. Furthermore, we're lagging behind the rest of the world in broadband availability and cost to consumers directly due to the greed and limiting actions of companies like Comcast. This isn't about my ability to connect to perform online research or solve problems related to my profession, this issue runs so much deeper. An open internet provides opportunities for children to learn technology and other topics in school and for everyday people to participate in the modern economy. Comcast is limiting that growth and oppressing the personal and professional world by their malpractice in business.

Please listen to the people, and not to the apparent lobbying happening to bribe our politicians to ignore Comcast's terrible business practices. We must act now.

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[Ticket: # 1261450 - Comcast Data Cap](#)

**Date:** 10/13/2016 12:56:36 AM

**City/State/Zip:** Orting, Washington 98360

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping the amount of data I can use or I have to pay extra for unlimited which I already had before.

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[Ticket: # 1261468 - Comcast data cap](#)

**Date:** 10/13/2016 1:14:23 AM

**City/State/Zip:** Katy, Texas 77450

**Company Complaining About:** Comcast

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## **Description**

Recent data transmission limits placed on existing plan. When p2 year agreement was signed, there were no limitations placed on internet usage.

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**Ticket: # 1266130 - Comcast and AT&T capping Broadband Internet usage**

**Date:** 10/14/2016 2:34:58 PM

**City/State/Zip:** Sudbury, Massachusetts 01776

**Company Complaining About:** Comcast

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**Description**

Comcast and AT&T are rolling out broadband internet usage caps of 1TB.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

I believe this is terrible and that the FCC should stop this from happening. Here's why:

- Many citizens have lack of consumer choice due to local monopoly (Oligopolies).
- America is lagging behind the rest of the world in broadband availability and cost to consumers.
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy.
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer.
- Comcast and others have exempted their own services from contributing to these caps, so customers are punished for seeking other providers for content like movies, TV, etc.
- Their metering is uncertified, cannot be challenged, has been proven incorrect on numerous occasions, and is not visible in real time like other usage based utilities (water, energy, gas, sewage, etc.).

By allowing this to happen, the FCC is enabling tremendous corporations to extract addition money from its customers for literally no value add. Comcast has admitted its intention is to establish a fair cost for users, but the addition of caps will NOT reduce my bill.

<http://www.dslreports.com/shownews/Cable-Industry-Finally-Admits-Caps-Not-About-Congestion-122791>

Prevent Caps NOW!

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[Ticket: # 1261588 - Privacy and civil and individual and us constitutional rights...](#)

**Date:** 10/13/2016 6:11:14 AM

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

**Company Complaining About:** Directv

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## **Description**

Crown colony Golf & Country Club; HUD MILB NFL golf tennis and community, and fitness, nutrition, and staying fit during any FBI needed wiretap survival, no profit, choruses, and faith intensity, here in Florida, regarding work employment..relocation and other things like Child and Family and also vulgarities, obscenities, and even for girls and women's White House initiative ICE, immigration and aid, help assistance thanks GM Customer ser. CDC end. of this session end. mrdp.

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[Ticket: # 1261667 - Comcast data caps](#)

**Date:** 10/13/2016 8:19:42 AM

**City/State/Zip:** Spokane, Washington 99217

**Company Complaining About:** Comcast

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## **Description**

Please help protect the internet, America needs it

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[Ticket: # 1261699 - Comcasts data caps](#)

**Date:** 10/13/2016 8:42:04 AM

**City/State/Zip:** Fairfax, California 94930

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning to put a 1 TB cap on all it's users. This is yet another attack on net neutrality that must be stopped. It is a hamfisted attempt to quash chord cutting. Further more they are xhanging the nature of the service they agreed to provide me by charging me an extea \$50 a moth for the same exact service I've been using (unlimited data).

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**Ticket: # 1261703 - Data Usage Plans/Data Caps****Date:** 10/13/2016 8:44:02 AM**City/State/Zip:** Westfield, Indiana 46074**Company Complaining About:** Comcast

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**Description**

I am complaining about how data is no longer unlimited on home internet. This process is currently changing into a "data usage plan" from unlimited, courtesy of Comcast. I worked for Comcast as a technician before, and the networks have no reason to need reduced usage. It is the duty of each ISP to provide a sufficient network for their customers.

If you really want to get into it, the fact that millions of people every year in the US cut cable means that Comcast/ATT/other coaxial companies need to try and not only milk more money out of customers, but try to prevent a bunch of internet streaming - like Netflix, Hulu, and Amazon Prime. When you stream HD content, it is about 3GB+ of data every hour. UHD, aka 4k, is 2-3 times that. This will prevent streaming TV services, or the equivalent, and force the customers to pay for TV service or a fee for unlimited internet, not even including using the internet in many other ways besides streaming.

The real issue is the duopoly in the US when it comes to internet. You have a DSL provider (U-verse or a local telephone provider) or a coaxial provider (Comcast, Charter, etc.). Some areas have one option, some have 2, and some are lucky to have a local fiber optic provider for a third option (or second, as it may take place over the DSL option). I am sick of lobbyists getting millions to fight policy that screws everyone in the US, when internet has been defined as a utility, which should not grant so much freedom from these ISP providers to do as they please. This adds billions to the revenue of the ISPs. The lobbyists let these companies not only restrict competition, which is against "monopoly/duopoly policy," but to use garbage reasons to limit customers and add more profit.

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[Ticket: # 1261875 - Comcast cap is unfair and illegal](#)

**Date:** 10/13/2016 10:24:38 AM

**City/State/Zip:** San Leandro, California 94578

**Company Complaining About:** Comcast

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## **Description**

With the surge in webtv and streaming services, comcast is trying to corner the market by imposing an unnecessary cap on internet connection forcing the people to either use their cable service for entertainments or their own streaming service. Unfair, illegal, please do not allow that.

Also, seeing that the internet is becoming a greater tool than ever imagined, a cap will only slow us down in terms of technological and economic development.

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**Ticket: # 1261882 - Comcast 1TB data cap**

**Date:** 10/13/2016 10:28:57 AM

**City/State/Zip:** Haverhill, Massachusetts 01830

**Company Complaining About:** Comcast

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## **Description**

There are so many people who use more than 1TB of data a month... it's bad enough they stupidly overcharge for slow internet speeds, now they are charging even more for over 1TB of data? Why cap it at all? I use 3 TB on a month with alot of use, and now with 4k streaming, game downloads instead of disks, and the new PS VUE, this is insane. They are stealing my money at this point. They need to be regulated because this is all for huge margins and no thought for the end user. How is this legal?

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**Ticket: # 1262098 - Comcast Data Cap**

**Date:** 10/13/2016 11:55:43 AM

**City/State/Zip:** South Jordan, Utah 84095

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided, as i'm sure you are aware, to put a cap on our internet here in Utah. I will be subject to not only hitting the cap, but flying by it at an incredible rate. I think it is unreasonable given the amount of money we "give" them in subsidies to improve their network, while they continue to claim that the reason for these caps, is due to network saturation. While this effectively limits my internet usage, i still have to pay the same premiums per month for effectively less internet. I believe this to be a problem that i would like to see, among many others, dealt with. I don't believe they should be allowed to do this. My home is relatively small, and consists of my wife and I. We stream entertainment from various websites such as Netflix, Youtube and I host a personal file/Plex server for a couple of our extended family members. I also play video games, and downloading said games can take a large chunk of the monthly limit with games being about 25-80+GB each these days.

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[Ticket: # 1262250 - Comcasts data cap](#)

**Date:** 10/13/2016 12:41:35 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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## **Description**

This is an unfair and crazy restriction to impose on such a vital utility in our modern world, and unlike other utilities like water or electric, it does not cost extra to the company to provide more data, if the lines are already running

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**Ticket: # 1262352 - Comcast Data Cap**

**Date:** 10/13/2016 1:20:42 PM

**City/State/Zip:** Indianapolis, Indiana 46236

**Company Complaining About:** Comcast

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**Description**

Comcast is taking the profit-driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

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**Ticket: # 1262367 - Comcast Monopoly**

**Date:** 10/13/2016 1:25:12 PM

**City/State/Zip:** Indianapolis, Indiana 46237

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

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[Ticket: # 1262469 - Data limits](#)

**Date:** 10/13/2016 1:56:52 PM

**City/State/Zip:** Pleasanton, California 94588

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data limits in my area which unfairly prioritizes their services over their competitors. Additionally, they do not provide a means to ensure that the data used by me is the only data which is charged against this limit, it is possible that someone outside of my household could use data which would be counted against this limit. Finally, the metering of this data usages has been shown to be inaccurate, which means that potential overage costs could be applied to my account when in reality my actual data usage would be below the limit.

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[Ticket: # 1262522 - Comcast data cap](#)

**Date:** 10/13/2016 2:10:38 PM

**City/State/Zip:** Chico, California 95928

**Company Complaining About:** Comcast

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## **Description**

Comcast recently notified me by email that it would be changing my internet without my consent to restrict my data usage.

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[Ticket: # 1266335 - Comcast 1tb data limit](#)

**Date:** 10/14/2016 2:59:42 PM

**City/State/Zip:** Fort Wayne, Indiana 46818

**Company Complaining About:** Comcast

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## **Description**

It is absurd to have a data limit on home internet.

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[Ticket: # 1262839 - Comcast data limit](#)

**Date:** 10/13/2016 3:38:29 PM

**City/State/Zip:** Burien, Washington 98166

**Company Complaining About:** Comcast

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## **Description**

Comcast data limit of 1TB

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**Ticket: # 1265538 - Comcast's Bandwidth Limitations**

**Date:** 10/14/2016 1:28:58 PM

**City/State/Zip:** Wilmington, Delaware 19810

**Company Complaining About:** Comcast

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**Description**

Hello, I am very concerned about Comcast's decision to impose bandwidth limitations on land-line internet service.

While they have been allowed to establish a monopoly in many communities, eliminating consumer choice of alternatives, as evidenced by their continued financial viability despite well-established terrible customer service.

Internet access is a necessity as a modern day American, far more so than a telephone. Many people absolutely require internet access for their jobs, schooling, and even banking and other daily needs. As access to the internet is impeached upon, the already disenfranchised are the very people most vulnerable to losing access to it, and the opportunities and freedom of information it provides.

Comcast has further benefited greatly from public funds, and the bandwidth they charge so much to use is a public good. Despite exceptional tax benefits, they have failed to invest their profits in updating the relatively ancient infrastructure through which internet is provided, leaving Americans with much slower internet on the world stage, despite paying much more for it.

The bandwidth limitations they are proposing are not only anti-consumer, but they set a precedent of increasing restrictions on the internet, when the focus should instead be broadening access. As a vital resource for social and intellectual progress in our society it is extremely alarming to see they are being permitted to limit access in this way that will without doubt lead to further restrictions to justify price-gouging for tolerable bandwidth access.

Please consider the implications of this action, not only in the short term, but in the long term. There is no need to limit bandwidth "consumption" other than as a justification for raising prices for the service consumers already have.

Thank you for your time and your consideration!

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[Ticket: # 1262973 - Internet Data Caps](#)

**Date:** 10/13/2016 4:25:07 PM

**City/State/Zip:** Houston, Texas 77083

**Company Complaining About:** Comcast

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**Description**

Date caps being imposed with no competition. A monopoly. No choice given to the consumer.

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[Ticket: # 1263047 - comcast data cap complaint](#)

**Date:** 10/13/2016 4:44:56 PM

**City/State/Zip:** Indianapolis, Indiana 46241

**Company Complaining About:** Comcast

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## **Description**

Why is this allowed I have no other options when it comes to finding a cable provider. Now Comcast is putting a 1 TB cap per month on their service to get users to use their services more instead of Netflix or Hulu. This is bullshit I just wanted to let that be known. I along with many others have no other option but to use their service anyways.

---

[Ticket: # 1266634 - Comcast's terabyte internet data cap](#)

**Date:** 10/14/2016 3:38:07 PM

**City/State/Zip:** Saint Cloud, Minnesota 56303

**Company Complaining About:** Comcast

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## **Description**

This cap is absolutely unacceptable to the American people.

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**Ticket: # 1263121 - Comcast injecting scripts into http requests**

**Date:** 10/13/2016 5:15:29 PM

**City/State/Zip:** Seattle, Washington 98133

**Company Complaining About:** Comcast

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## **Description**

While surfing through a paid ISP connection, Comcast has taken it upon it self to interfere with web request results that are not controlled by their servers. This means that web results from Apple.com are intercepted before reaching my browser and injected with Comcast messages or advertisements and block the original content that I've requested. This violates my privacy as Comcast systems are reading the content returned from the world wide web so that it can be determined where to insert additional html scripts by Comcast systems. This also violates my rights to have a unhindered web browsing experience. If Comcast has information they would like to share or offer me they can contact me in electronic email where I can choose to read it, instead of highjacking the internet to force their propaganda on me.

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[Ticket: # 1263315 - Comcast data cap](#)

**Date:** 10/13/2016 6:14:38 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Comcast

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## **Description**

I find that the notion of Comcast capping customers internet usage very wrong for this day and age. It is just a way for them to make more money from people that refuse to pay their outrageous television fees!

Why is it that in Colorado we really only have one option for quality television service? It's a complete monopoly and th FCC knows it.

---

**Ticket: # 1263362 - Comcast 1TB data cap on WA residents**

**Date:** 10/13/2016 6:28:43 PM

**City/State/Zip:** Vancouver, Washington 98684

**Company Complaining About:** Comcast

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## **Description**

This is what happens when Comcast has a monopoly here in WA. If you do not stop them they will continue to get away with breaking laws until something drastic happens. In addition to this data-cap Comcast will also be rolling out StreamTV that will be exclude from the data-cap THIS is a clear violation of net-neutrality as they are forcing people to switch from other steaming networks (Netflix, Hulu, Amazon TV) by enforcing data-caps that will continue to get smaller each year. HD video steaming is so common now an average user will be punished by these data-caps or be forced to use Comcasts streamTV.

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**Ticket: # 1264193 - Comcast 1 TB Limit**

**Date:** 10/14/2016 10:10:01 AM

**City/State/Zip:** Phoenixville, Pennsylvania 19460

**Company Complaining About:** Comcast

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## **Description**

Comcast's 1 TB limit is a blatant cash grab. This policy is yet another way for this monopolistic company to squeeze more money out of its' customers. We've seen what happens with this type of behavior when it began appearing in the mobile phone industry and we (the consumers) are no better off for it. We are paying \$35+ dollars a month for data that costs cell phone service providers pennies to provide! How can we allow this insane logic be applied to the internet? It stifles businesses, it increases their monopoly and it will end up hurting consumers. This behavior needs to be stopped before it is accepted as the norm.

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**Ticket: # 1264211 - Data Usage Limit**

**Date:** 10/14/2016 10:20:25 AM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Comcast

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**Description**

I just received a notification Comcast will be charging for Data Usage over 1 TB. Two significant issues with this.

1. I pay for an upper tier internet service. There should be no Data limit.
2. Comcast Does not provide much of the data used. They provide "Access to Data" not data itself. I Pay for 150 MB Internet connection, not any given amount of data.

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**Ticket: # 1264505 - Data caps**

**Date:** 10/14/2016 11:37:56 AM

**City/State/Zip:** Illinois City, Illinois 61259

**Company Complaining About:** Exede

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## **Description**

I currently only have 2 options for Internet where I live... both are Satellite providers.

I currently spend almost \$200 a month to get 150gb, and I max out after 2 weeks.... leaving me essentially without Internet for the second half of the month. I have no options here. Please help.

---

[Ticket: # 1264233 - Data Caps on Home Wireless](#)

**Date:** 10/14/2016 10:29:27 AM

**City/State/Zip:** Grand Rapids, Michigan 49546

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out Data limits on my home network starting Nov. 1. I work remotely. I use video streaming everyday for meetings. This is basically a tax increase on my business that I have zero say in the matter. If there were more options in my area, I would switch out of protest, but the speeds available in my area are limited. I really hope this issue is addressed. Thank you very much.

---

**Ticket: # 1264312 - Comcast 1TB Internet Caps for Home Connections!**

**Date:** 10/14/2016 10:57:47 AM

**City/State/Zip:** Colorado Springs, Colorado 80906

**Company Complaining About:** Comcast

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### **Description**

It's quite obvious that Comcast is trying to price gouge it's customers, because 1TB is ridiculously low for a monthly limit. As someone who works from home, I'm disgusted that Comcast is preying on it's customers. If I had an alternative, I would use it. It's already ridiculous that America has some of the highest internet prices in the world. PLEASE DO SOMETHING.

---

[Ticket: # 1264452 - Comcast Bandwidth Cap](#)

**Date:** 10/14/2016 11:30:37 AM

**City/State/Zip:** Hattiesburg, Mississippi 39401

**Company Complaining About:** Comcast

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### **Description**

Comcast is forming a bandwidth cap on internet which is unjustified and only employed for monetary gain to them at the expense of all users.

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**Ticket: # 1264336 - Comcast 1TB Data Limit**

**Date:** 10/14/2016 11:05:34 AM

**City/State/Zip:** Cambridge, Massachusetts 02141

**Company Complaining About:** Comcast

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**Description**

Comcast's 1TB data limit is unfair and monopolistic move. As someone who works from home as a Software Engineer, I rely on my internet connection for my livelihood, not too mention my family's enjoyment. We already can consume 700GB a month as a family and in a couple of years we'll easily hit that limit. The major issue I have is I have no equivalent competition for broadband where I live and imposing a limit such as this will offer me no options to look elsewhere. As more and more devices require internet and existing ones will require more data, Comcast's 1TB will quickly become outdated in a couple of years. Things like 4k TV will quickly outpace the limit that Comcast imposes, and they know it.

I included the last 4 months of data usage to get an idea of where we're headed.

I'm in a household of 5: Me, my wife and 3 kids, ages 5,5, and 3 each with our own internet usages (and all of us use the internet considerably!).

---

[Ticket: # 1264346 - Comcast's 1TB Nationwide Data Cap](#)

**Date:** 10/14/2016 11:08:47 AM

**City/State/Zip:** Williston Park, New York 11596

**Company Complaining About:** Comcast

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## **Description**

I think this is a direct attack against open internet and another reason why Comcast's local monopolies need to be addressed. They are only able to do this because most people do not have second options when it comes to broadband. Nobody would willingly purchase such a restrictive service.

---

[Ticket: # 1264442 - Comcast 1TB data limit](#)

**Date:** 10/14/2016 11:29:49 AM

**City/State/Zip:** Voorhees, New Jersey 08043

**Company Complaining About:** Comcast

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### **Description**

I should not have a data limit. This sets a dangerous precedent when data uses increases in the future.

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[Ticket: # 1264454 - Comcast Home Data Limit](#)

**Date:** 10/14/2016 11:31:08 AM

**City/State/Zip:** Arvada, Colorado 80003

**Company Complaining About:** Comcast

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### **Description**

This new policy from Comcast that limits home data usage is unfair and another sign of their shady business practices.

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[Ticket: # 1264493 - Comcast Datacaps](#)

**Date:** 10/14/2016 11:35:45 AM

**City/State/Zip:** Perkasio, Pennsylvania 18944

**Company Complaining About:** Comcast

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## **Description**

Comcast datacaps are completely unreasonable. There is no shortage of data available to give people, unlike water or food. Restrictions like these make us look primitive compared to other developed countries.

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**Ticket: # 1264510 - Comcast Data Cap**

**Date:** 10/14/2016 11:38:29 AM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1264552 - Complaint](#)

**Date:** 10/14/2016 11:45:11 AM

**City/State/Zip:** Bellmore, New York 11710

**Company Complaining About:** Comcast

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## **Description**

The internet restriction is an outrage

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[Ticket: # 1264553 - Comcast 1TB Datacap](#)

**Date:** 10/14/2016 11:45:26 AM

**City/State/Zip:** Newark, Delaware 19711

**Company Complaining About:** Comcast

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### **Description**

I hope someone who reads this really punishes Comcast for what they're doing. Internet should be uncapped and free for people. There should not be a cap.

---

[Ticket: # 1264588 - Comcast 1TB data cap](#)

**Date:** 10/14/2016 11:49:18 AM

**City/State/Zip:** Visalia, California 93292

**Company Complaining About:** Comcast

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### **Description**

Putting a limit on data should be illegal. This is 2016 America, we should not be limiting Internet.

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[Ticket: # 1264607 - Comcast datacaps](#)

**Date:** 10/14/2016 11:51:55 AM

**City/State/Zip:** Rolling Meadows, Illinois 60008

**Company Complaining About:** Comcast

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## **Description**

The datacaps being created by Comcast ruin the neutrality of the net by forcing customers to choose one website over another. Due to local monopolies many customers won't even have the option to change their service to a competitor if they so choose.

This new policy does not even add anything to their current service, it simply restricts a service many customers are already paying for. This is quite apparently anti-consumer.

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[Ticket: # 1265455 - Internet cap](#)

**Date:** 10/14/2016 1:20:50 PM

**City/State/Zip:** La Vergne, Tennessee 37086

**Company Complaining About:** Comcast

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**Description**

Comcast is putting a 1tb cap on my usage. I should not have a cap on Internet usage.

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**Ticket: # 1264620 - Comcast Data Cap**

**Date:** 10/14/2016 11:54:07 AM

**City/State/Zip:** Seymour, Indiana 47274

**Company Complaining About:** Comcast

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### **Description**

Effective November 1st, Comcast is enacting a 1 terabyte data limit. This is grossly unfair and must be stopped.

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**Ticket: # 1264625 - Comcast Data Caps**

**Date:** 10/14/2016 11:55:04 AM

**City/State/Zip:** Hampton, New Hampshire 03842

**Company Complaining About:** Comcast

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### **Description**

Please address this disgusting practice Comcast is putting in to place. It is not needed, and only serves to add profits to Comcast, which is already a massively profitable company.

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[Ticket: # 1264647 - Comcast data caps](#)

**Date:** 10/14/2016 11:58:24 AM

**City/State/Zip:** Brooklyn, New York 11204

**Company Complaining About:** Comcast

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## **Description**

The Internet should be a utility and not a luxury. It should not be limited. Is the electricity limited.. NOO. Please help save the Internet FCC. Stop Comcast from doing this

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**Ticket: # 1264667 - Comcast data caps**

**Date:** 10/14/2016 11:59:52 AM

**City/State/Zip:** Warrenton, Virginia 20186

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to put caps on how much data I can use. That isn't what I signed up for.

I'm sure the fine print says they can give me worse service or increase the price at will... and in any case nobody could afford to go to court against them.

But they aren't acting in good faith when they sell me overpriced service (about double what the rest of the world pays for comparable speeds), then change the terms to limit it.

The internet has become an essential part of our lives... it's critical for any business, school, or hospital. Comcast is exploiting their position as a monopoly to charge more for this essential service, and I believe the FCC is the only organization capable of preventing their prices from skyrocketing.

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[Ticket: # 1264692 - Comcast cruelty](#)

**Date:** 10/14/2016 12:03:05 PM

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

**Company Complaining About:** Comcast

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## **Description**

Why is comcast imposing a 1GB cap .. Is USA stuck in Stone age ?

Why is the Government not doing anything about it ?

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**Ticket: # 1264707 - TB monthly cap**

**Date:** 10/14/2016 12:04:25 PM

**City/State/Zip:** Pullman, Washington 99163

**Company Complaining About:** Comcast

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**Description**

Comcast is enacting a monthly cap on internet. This is ridiculous that would be like putting a cap on water or gas.

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[Ticket: # 1264734 - Comcast](#)

**Date:** 10/14/2016 12:06:26 PM

**City/State/Zip:** Ashburn, Virginia 20147

**Company Complaining About:** Comcast

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## **Description**

Comcast is enabling a data limit on customers.

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[Ticket: # 1264742 - 1 TB data caps](#)

**Date:** 10/14/2016 12:07:15 PM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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## **Description**

Comcast has started 1 TB datacaps, which I believe is a step in the wrong direction for internet access in the United States. While the US does face different geographic challenges than other countries, namely having a very large area to cover, we nonetheless lag behind other developed countries in terms of internet speed and cost.

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[Ticket: # 1264753 - Internet data caps are bad](#)

**Date:** 10/14/2016 12:09:25 PM

**City/State/Zip:** Allen Park, Michigan 48101

**Company Complaining About:** Comcast

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### **Description**

using lots of data doesn't actually cost comcast more. They are using caps to stop people from switching away from their tv service and this should not be allowed.

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**Ticket: # 1264811 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 12:14:50 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly.

Lagging behind the rest of the world in broadband availability and cost to consumers.

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer.

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[Ticket: # 1264817 - Comcast data caps](#)

**Date:** 10/14/2016 12:15:41 PM

**City/State/Zip:** Haverhill, Massachusetts 01832

**Company Complaining About:** Comcast

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### **Description**

Comcast must not be allowed to place limits/caps on internet data. As technology grows, unlimited data will be very important.

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[Ticket: # 1264839 - Data caps](#)

**Date:** 10/14/2016 12:17:41 PM

**City/State/Zip:** Tampa, Florida 33624

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced they will begin capping internet data usage in November. I disagree with this because it starts a precedent that will continue to raise the price of the internet. The amount of data being transferred will only increase with continued technological advancement (e.g., 4k resolution for video streaming). This will lead to increasingly limited access to the internet and a broadening of the wealth gap when only the middle class and above can afford internet access.

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[Ticket: # 1264951 - Comcast imposing data caps](#)

**Date:** 10/14/2016 12:30:46 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Hello!

I'm writing in to complain about Comcast imposing caps on existing customers on a service we have always paid for and adding an additional \$50/month fee to get back to the product we were offered originally. This change does not add a value to the service. It's the same service you've always paid for, and now you're being forced to pay more for it.

Additionally, our internet in the US is already lagging behind the rest of the developed world in broadband availability and speed while still costing more than other countries and this is only due to lack of consumer choice due to local monopolies and anti-competitive practices. This is blatantly anti-consumer and the internet is more important than ever to adults and children alike to learn more about the world around us and participate in the modern economy.

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**Ticket: # 1264988 - Comcast**

**Date:** 10/14/2016 12:33:38 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1265000 - Comcast Nationwide 1TB Data Cap**

**Date:** 10/14/2016 12:34:54 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a nationwide 1TB cap starting on November 1. They are trying to spin it by saying that 1TB is a lot of data, which is true. However, people are using more and more data every single year. Many people my age (25) watch TV exclusively through streaming services like Netflix which can eat through that 1TB very quickly, especially with multiple people using it in the same house. Data usage will only go up as 1080p begins to replace 720p as most people's default setting and as 4k usage becomes more widespread. Comcast knows this, which is why they are so "graciously" excluding data used towards xfinity-related streaming services from your cap. This incentivization of their own service goes against the idea of a fair and open internet.

Please don't let Comcast get away with this. I know that a lot of people don't care about net neutrality and will go along with whatever Comcast wants, but this is such an important issue with negatives effects that most people won't notice until it's too late to do anything.

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[Ticket: # 1265063 - Comcast datacaps](#)

**Date:** 10/14/2016 12:42:51 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast

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## **Description**

Regulate internet providers as a utility. I don't have a cap on my water or electricity. In a day and age when internet is just as important I shouldn't have a cap on it either.

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**Ticket: # 1265103 - Comcast Data Limits**

**Date:** 10/14/2016 12:47:07 PM

**City/State/Zip:** Bluffdale, Utah 84065

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting data limits on our internet just in our area. This is segregating a specific area out and is inappropriate.

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[Ticket: # 1265066 - Comcast data cap](#)

**Date:** 10/14/2016 12:43:03 PM

**City/State/Zip:** Draper, Utah 84020

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1265075 - Comcast's new 1TB data cap](#)

**Date:** 10/14/2016 12:43:50 PM

**City/State/Zip:** Putna Gorda, Florida 33982

**Company Complaining About:** Comcast

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## **Description**

This is ridiculous that comcast is putting a restriction on a utility that is required to have in any modern house hold. There should be no cap to data in this modern age.

---

[Ticket: # 1265083 - Comcast needs to be stopped](#)

**Date:** 10/14/2016 12:44:40 PM

**City/State/Zip:** J, Louisiana 70118

**Company Complaining About:** Comcast

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### **Description**

COMcast has put data limits on all users. Sould be made illegal.

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[Ticket: # 1265263 - Comcast data cap](#)

**Date:** 10/14/2016 1:00:43 PM

**City/State/Zip:** Bronx, New York 10463

**Company Complaining About:** Comcast

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### **Description**

Net neutrality... You allow this to pass and basically opens up all other ISPs to do this.

---

**Ticket: # 1265112 - 1TB limit on Comcast is anti consumer**

**Date:** 10/14/2016 12:48:27 PM

**City/State/Zip:** Saint Paul, Minnesota 55119

**Company Complaining About:** Comcast

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## **Description**

Comcast which is for many consumer the only option available is placing a 1TB limit.

Streaming services are competing with comcasts cable service and this limit will be an anti competitive practice making cable more attractive. As 4K streaming because more available the amount of users bringing charges overages will increase drastically.

please stop this from happening

---

**Ticket: # 1265118 - Data cap on high speed internet**

**Date:** 10/14/2016 12:48:43 PM

**City/State/Zip:** Chicago, Illinois 60659

**Company Complaining About:** Comcast

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### **Description**

A terabyte limit? This is absolute bullshit. We paid over \$80 for the highest speed just to get chopped down by a limit that shouldn't exist?

That'll be okay if we had the choice for other providers but Comcast bought our zone so we can't even contest with a better competitors. The monopoly of Comcast should as least be to the benefit of the consumers but they make it harder every month.

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[Ticket: # 1265124 - Data Caps](#)

**Date:** 10/14/2016 12:48:57 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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### **Description**

There is literally no reason an arbitrary cap should be allowed. It stifles innovation, development for ZERO reason. I live with several students who will all be affected by this.

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[Ticket: # 1265139 - Comcast data cap](#)

**Date:** 10/14/2016 12:49:49 PM

**City/State/Zip:** Los Altos, California 94022

**Company Complaining About:** Comcast

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### **Description**

Comcast taking away unlimited data bandwidth and making a 1tb cap. Forcing you to either pay \$10 for every 50gb you go over or \$50 more per month to get unlimited back...

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[Ticket: # 1265277 - Data cap](#)

**Date:** 10/14/2016 1:01:39 PM

**City/State/Zip:** Bloomington, Minnesota 55420

**Company Complaining About:** Comcast

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## **Description**

I strongly oppose setting a precedent of this kind.

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**Ticket: # 1265244 - Comcast 1TB data limit**

**Date:** 10/14/2016 12:59:00 PM

**City/State/Zip:** Morgantown, West Virginia 26505

**Company Complaining About:** Comcast

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## **Description**

This is a blatant cash grab that would never fly if they had any competition. Therefore it's equivalent to rent seeking. Service is not being impacted by high downloaders, but rather this is a protectionist move against cable-cutters. Comcast makes lots of money by bundling the good channels in expensive packages filled with low-quality channels. This is them trying to find a way to do the same thing to internet users.

---

[Ticket: # 1265283 - Comcast 1TB data cap](#)

**Date:** 10/14/2016 1:02:01 PM

**City/State/Zip:** Statesville, North Carolina 28625

**Company Complaining About:** Comcast

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### **Description**

There should not be a limit on how much of the internet you can use. Comcast is charging people extra if they go over 1TB of data

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**Ticket: # 1265322 - Comcast's 1TB Data Cap**

**Date:** 10/14/2016 1:06:44 PM

**City/State/Zip:** Seattle, Washington 98116

**Company Complaining About:** Comcast

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**Description**

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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[Ticket: # 1265814 - Regarding Comcast's new one terabyte limit](#)

**Date:** 10/14/2016 1:56:11 PM

**City/State/Zip:** Arvada, Colorado 80439

**Company Complaining About:** Comcast

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### **Description**

The limit is unnecessary and only impedes customers. If a precedent is set with this behavior, that'll really sick.

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[Ticket: # 1265383 - Comcast](#)

**Date:** 10/14/2016 1:13:42 PM

**City/State/Zip:** Amherst, Massachusetts 01003

**Company Complaining About:** Comcast

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## **Description**

Local monopoly.

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[Ticket: # 1265386 - Comcast data cap](#)

**Date:** 10/14/2016 1:14:03 PM

**City/State/Zip:** Springfield, Massachusetts 01119

**Company Complaining About:** Comcast

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## **Description**

I think it is ridiculous to cap a service that is needed everyday for almost everything we do in this world.

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[Ticket: # 1265390 - Comcast Data Cap](#)

**Date:** 10/14/2016 1:14:42 PM

**City/State/Zip:** Webster, New York 14580

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a data LIMIT for customers starting in Nov. 1st. These practices should be forbidden by ISP's as a threat to freedom of information.

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[Ticket: # 1265658 - Comcast data cap](#)

**Date:** 10/14/2016 1:38:57 PM

**City/State/Zip:** Meridian, Mississippi 39301

**Company Complaining About:** Comcast

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## **Description**

I have received word that comcast will be limiting monthly data to 1Tb a month. This is uncalled for and unreasonable. It is arbitrary and greedy. Please do something about this.

---

**Ticket: # 1265445 - Comcast's Data Caps starting November 1st**

**Date:** 10/14/2016 1:19:39 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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### **Description**

Comcast will be implementing a "cap" on data starting November 1st. Regardless of the size of the cap, there is absolutely nothing positive to come from it. There is no good reason to implement a cap when I've had Comcast's service for years now. I am complaining about this implementation because it is very likely that this is the first step in a very anti-consumer business plan. I am against the cap and I would like Comcast to know about it.

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[Ticket: # 1265466 - Comcast data limit](#)

**Date:** 10/14/2016 1:22:29 PM

**City/State/Zip:** Bonita Springs, Florida 34135

**Company Complaining About:** Comcast

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## **Description**

My isp comcast is enacting a 1tb data limit on millions throughout the country including myself and I feel that that isn't fair to anyone because no one should be restricted on how much they use the Internet and they shouldn't be forced to pay more for using it.

---

[Ticket: # 1265495 - Stop Comcast from Capping the internet](#)

**Date:** 10/14/2016 1:24:27 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19107

**Company Complaining About:** Comcast

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### **Description**

This is a complaint against Comcast from capping the internet in markets where there is no alternative high speed ISP. This is a blatant violation of fair and ethical business practices. Please do your job representing tax payers and stop this blatant anti-consumer behavior.

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**Ticket: # 1265517 - Comcast's terrible data cap plans**

**Date:** 10/14/2016 1:26:53 PM

**City/State/Zip:** Jersey City, New Jersey 07306

**Company Complaining About:** Comcast

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**Description**

Comcast is intending to implement a 1 TB "cap" on their internet connections. For consumers to maintain the currently unlimited offering, they need to pay \$50 more per month, which amounts to a nearly 100% increase in price.

This is an anti-consumer policy. Myself and a great many others have no choice but to accept this price gouging because Comcast is a local monopoly with no other service providers available.

It is anti-competitive, because it favors Comcasts VOD services (which do not count against a cap) over services like Netflix which do, and is consequently an affront to the principles of Net Neutrality.

Broadband is simply too important to myself and to the economy of the country at large to permit companies like this to engage in these behaviors.

---

**Ticket: # 1265702 - Comcast Data Caps**

**Date:** 10/14/2016 1:44:28 PM

**City/State/Zip:** Pembroke Pines, Florida 33029

**Company Complaining About:** Comcast

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### **Description**

Comcast has illegally decided to cap data at 1TB per month and are also illegally charging extra fees monthly if you go over there made up "cap".

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**Ticket: # 1265532 - Comcast data caps**

**Date:** 10/14/2016 1:28:36 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19146

**Company Complaining About:** Comcast

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## **Description**

In the current times we live in i think we can all agree that internet is essential. Capping data usage is akin to capping the amount of groceries one buys. Sure, you may not need some of those extra snacks, but can you even fathom someone telling you that you aren't allowed to have them? Access to the internet is already paid for, why limit what we can access? The greed of Comcast and the other corporations following their example it's disgusting and out is your job at the FCC to keep them from taking advantage of their consumers. I hope you do the right thing and stop Comcast from telling us when we've had enough information.

---

[Ticket: # 1265555 - Comcast Data Caps](#)

**Date:** 10/14/2016 1:30:16 PM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Comcast

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### **Description**

Hello there, it has been brought to my attention that Comcast is now limiting data to 1tb a month. I believe this to be entirely unethical.

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[Ticket: # 1265569 - Data caps being introduced](#)

**Date:** 10/14/2016 1:30:59 PM

**City/State/Zip:** Ellicott City, Maryland 21043

**Company Complaining About:** Comcast

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### **Description**

I think it's unfair that the entirety of Internet users must be penalized because my isp can't figure out a way to isolate people who use large amounts of data. It's a bad precedent to set especially when the market for Internet is dominated by 2 or 3 companies and competition is stifled by large startup costs.

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[Ticket: # 1265636 - Comcast data cap](#)

**Date:** 10/14/2016 1:37:13 PM

**City/State/Zip:** Somerville, Massachusetts 02144

**Company Complaining About:** Comcast

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### **Description**

This is a ridiculous, anti-competitive money-grab by Comcast. Internet is a utility, and should be managed as such.

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**Ticket: # 1265591 - 1TB Data cap at Xfinity/Comcast & AT&T**

**Date:** 10/14/2016 1:32:44 PM

**City/State/Zip:** Houston, Texas 77042

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

This is blatantly anti-consumer

While the average user may only consume 75GB of data per month, I leave the TV streaming movies 24/7 in my house because it's a calming source for dependents within my home.

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**Ticket: # 1265637 - Comcast data caps for residential Internet**

**Date:** 10/14/2016 1:37:13 PM

**City/State/Zip:** San Antonio, Texas 78254

**Company Complaining About:** Comcast

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### **Description**

Comcast is crazy for even fathoming to do something like this. Please shut these clowns down before they ruin man's greatest invention, the Internet.

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**Ticket: # 1265660 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 1:39:14 PM

**City/State/Zip:** New Palestine, Indiana 46163

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1265686 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 1:42:28 PM

**City/State/Zip:** New Ulm, Minnesota 56073

**Company Complaining About:** Comcast

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### **Description**

I conduct many activities online, including watching videos, downloading and playing computer games, and doing schoolwork. I expect my internet usage to increase over the next several years, as streaming HD video becomes more commonplace and file download sizes increase. I should not be expected to pay an additional \$50 on top of the already exorbitant \$88 a month I already pay, in order to maintain unlimited data usage.

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**Ticket: # 1265718 - Comcast**

**Date:** 10/14/2016 1:46:07 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Comcast

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**Description**

Comcast 1 TB datacap.

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**Ticket: # 1265693 - Comcast/Xfinity 1TB Data Cap**

**Date:** 10/14/2016 1:43:41 PM

**City/State/Zip:** Glenside, Pennsylvania 19038

**Company Complaining About:** Comcast

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## **Description**

For these listed reasons I believe the FCC should take action against Comcast/Xfinity:

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1265796 - Data caps without agreement**

**Date:** 10/14/2016 1:54:01 PM

**City/State/Zip:** Eagan, Minnesota 55123

**Company Complaining About:** Comcast

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### **Description**

A 1TB cap is being applied to my account and all accounts across the nation.

This is not a value added change, it is the exact opposite!

I do not pay for a service now to be told that I need to pay MORE later for a limited version of my current service.

I may not routinely use more than 1TB of data now, but as technology advances, that could rapidly change with future video resolution and the size that goes with that quality!

This "unlimited (except \_\_\_\_\_)" service is not okay.

---

[Ticket: # 1265895 - Comcast and data caps](#)

**Date:** 10/14/2016 2:05:35 PM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Comcast

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## **Description**

First, there is a lack of consumer choice with Comcast holding local monopolies.

Next, the cost to consumers means we are lagging behind the rest of the world in broadband availability.

This change means customers are being forced to pay more for a service they always paid for...

This is blatantly anti-consumer, and it cannot stand.

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**Ticket: # 1265938 - Comcast is enacting a 1TB data cap limit beginning November 1st**

**Date:** 10/14/2016 2:11:47 PM

**City/State/Zip:** Corte Madera, California 94925

**Company Complaining About:** Comcast

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### **Description**

If you are going to let this happen, then you need to investigate the lack of competition between ISP's from region to region. Looks like they are colluding.

Or just dont let them put caps on data.

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**Ticket: # 1265906 - Comcast XFINITY Internet Service Data Caps**

**Date:** 10/14/2016 2:07:53 PM

**City/State/Zip:** Saint Paul, Minnesota 55108

**Company Complaining About:** Comcast

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### **Description**

Comcast XFINITY suddenly institutes a datacap with no warning whatsoever for no discernible reason. This seems to be price gouging.

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**Ticket: # 1265964 - Comcast Data Caps**

**Date:** 10/14/2016 2:15:03 PM

**City/State/Zip:** Georgetown, Massachusetts 01833

**Company Complaining About:** Comcast

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### **Description**

This is a horrid violation of consumer protection laws. I am outraged that Comcast, a near monopoly, would push this just to squeeze more pennies from consumers since everyone is

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[Ticket: # 1265972 - Comcast imposing a datacap on my "unlimited" service.](#)

**Date:** 10/14/2016 2:16:02 PM

**City/State/Zip:** Vancouver, Washington 98682

**Company Complaining About:** Comcast

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### **Description**

I pay Comcast for unlimited data every month. They are adding a cap to my data, violating the contract I have with them.

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[Ticket: # 1266051 - Comcast data 1 TB cap](#)

**Date:** 10/14/2016 2:27:25 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be able to cap our internet. It is a violation to our access to information.

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**Ticket: # 1266026 - Comcast Enacts Nationwide Datacap**

**Date:** 10/14/2016 2:24:57 PM

**City/State/Zip:** Chehalis, Washington 98532

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced a nationwide rollout of a one terabyte datacap as of November 1st, 2016. They even have the audacity to say it is for the benefit of the consumer, despite several studies noting that there is no need for datacaps, and even evidence Comcast themselves do not believe datacaps are necessary for any other purpose than to increase prices.

In the modern world, the internet is a necessary utility for almost all functions in life, especially in the United States.

Furthermore, Comcast already provides its customers with a datacap in the form of the agreed-upon speeds. For example, my contract is for 150 megabit/second (Mb/s) internet. That is 18.75 megabytes (MB/s). 1,126 MB/minute. 67,500 MB/hour. That is 67.5 gigabytes/hour (GB/h). That is 1,620 GB/day, or 1.62 terabyte per day. That comes out to 48.6 terabytes per month.

So you can see, Comcast has already stated they can provide me with up to 48.6 terabytes per month, yet now they are demanding I pay extra if I use more than 1 terabyte per month.

Either they are lying about the speeds they are providing me, or they are trying to gouge prices and abuse the customer.

They can get away with this because there is a lack of consumer choice due to a local monopoly and national oligarchy when it comes to internet service providers. This is further compounded by ISPs lagging behind the rest of the world when it comes to broadband technology. The actions here are blatantly anti-consumer.

If the FCC truly cares about an open internet, they will take actions to make such caps illegal and to force ISPs to either provide faster, more reliable internet nationwide, or make it easier for other companies, non-profits, and municipalities to enter the market.

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[Ticket: # 1266062 - Comcast Limiting Competing Content](#)

**Date:** 10/14/2016 2:28:26 PM

**City/State/Zip:** Santa Rosa, California 95409

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to limit how much competing services we're allowed to see on the internet while giving their own content exceptions to these caps, only providing unlimited access to the content that they deem worthy.

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[Ticket: # 1266085 - No response from Mediacom](#)

**Date:** 10/14/2016 2:32:24 PM

**City/State/Zip:** Currituck, North Carolina 27929

**Company Complaining About:** Mediacom

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## **Description**

We have had multiple appointments cancelled or the company does not show up over the past month. we have had issues with our internet for almost 45 days. As of last week our internet has been completely down. I have made contact with the company and they tell me that they will take care of it every time but nothing has been done. We have a limit on our Data for our cell phone usage which we exceed because our internet is unreliable. Today they were suppose to come out and they didn't even call us to let us know that they wont be able to make it. it is really frustrating and these issued should have at the least been addressed if not fixed a month ago.

Thank you.

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**Ticket: # 1266093 - Comcast Data Cap**

**Date:** 10/14/2016 2:33:02 PM

**City/State/Zip:** Washington, District Of Columbia 20024

**Company Complaining About:** Comcast

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## **Description**

Recently the UN has declared that internet access is a human right, similar to access to clean drinking water. The utility companies do not begin charging me more if I use too much water. Why, therefore, should cable companies be allowed to? Water is a precious resource; bandwidth is not. Comcast does not need to 'mine' or 'drill' for more bandwidth. They have been able to 'adequately' service millions of subscribers' bandwidth needs without these restrictions for many years. Why now are we allowing them to dig deeper into our pockets?

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[Ticket: # 1266101 - comcast datacap](#)

**Date:** 10/14/2016 2:33:33 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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### **Description**

comcast is implementing a datacap for no other reason than greed. this will stifle innovation and connectivity in an increasingly data driven world.

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[Ticket: # 1266110 - Comcast Data Caps](#)

**Date:** 10/14/2016 2:33:58 PM

**City/State/Zip:** Walla Walla, Washington 99362

**Company Complaining About:** Comcast

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### **Description**

Just because Comcast is a natural monopoly doesn't mean it should be allowed to cap users data. It's money grubbing, immoral and should be illegal.

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**Ticket: # 1266230 - Optimum Phone TV Internet, over charging for long distance calls not made by me.**

**Date:** 10/14/2016 2:45:26 PM

**City/State/Zip:** New York, New York 10451

**Company Complaining About:** Optimum Cablevision

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## **Description**

Disputing charges made allegedly from my phone to Jamaica for \$200 dollars, I explained that there are 2 numbers I do call, I use my cell phone that has long distance, I requested the numbers, that were allegedly from my phone I was told they could not give out those numbers as they are confidential.

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[Ticket: # 1266192 - Data Cap](#)

**Date:** 10/14/2016 2:41:06 PM

**City/State/Zip:** Inkburg, Wyoming 56234

**Company Complaining About:** AT&T

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## **Description**

Will change providers if this happens.

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[Ticket: # 1266195 - Comcasts overage charges](#)

**Date:** 10/14/2016 2:41:19 PM

**City/State/Zip:** Sparks, Maryland 21152

**Company Complaining About:** Comcast

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### **Description**

I'd be happy to swap over to a competitive plan but there is no viable competition with equivalent speeds in my area.

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[Ticket: # 1268140 - Limiting data usage](#)

**Date:** 10/14/2016 8:16:15 PM

**City/State/Zip:** Boston, Massachusetts 02135

**Company Complaining About:** Comcast

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## **Description**

Comcast, which has a monopoly in my city, is now limiting my data on a monthly basis

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[Ticket: # 1266257 - Comcast Data Caps](#)

**Date:** 10/14/2016 2:48:09 PM

**City/State/Zip:** Wilsonville, Oregon 97070

**Company Complaining About:** Comcast

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## **Description**

Need I say more? This policy is completely against the nature of the internet, and is very biased against those who stream video content, or play online games. I could easily download 1TB in steam games after reformatting my hard drive. This should not be allowed to continue.

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**Ticket: # 1266264 - Comcast Data Cap**

**Date:** 10/14/2016 2:49:04 PM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1266283 - Comcast data caps](#)

**Date:** 10/14/2016 2:51:30 PM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Comcast

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## **Description**

In an environment that is becoming more and more dependent on the Internet, as citizens we need a right to unfiltered and unlimited data. The ISPs pay nothing to transmit data so to put a cap on it will only allow for even larger profits than they already make.

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**Ticket: # 1266278 - ISP's should not institute data caps**

**Date:** 10/14/2016 2:51:05 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast

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## **Description**

Internet service, availability and speed in the United States is poor when compared to other developed countries. High-powered lobbyists for the telecom industry are shaping rules and regulations for what is a consumer right: unlimited internet access for all.

In the 21st century internet access is an important as any other utility for daily tasks. It is not a "luxury" that only the wealthy can afford.

Comcast an other ISP's have proven to be greedy and hostile to consumers by adding "features" that mean the consumer will have to pay more for less.

FCC policy should be dictated by the needs of consumers, not the needs of corporate profits.

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**Ticket: # 1266300 - Comcast Data Caps**

**Date:** 10/14/2016 2:53:01 PM

**City/State/Zip:** Peckville, Pennsylvania 18452

**Company Complaining About:** Comcast

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### **Description**

Its unreasonable to be charging more for something that i use for work when it should be classified as a utility. Could you imagine if a phone company only let you use 50 phone calls a month when you need to make phone calls all day as part of your job.

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**Ticket: # 1266349 - Internet data caps**

**Date:** 10/14/2016 3:00:41 PM

**City/State/Zip:** Alexandria, Louisiana 71303

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1266351 - Comcast Data Cap**

**Date:** 10/14/2016 3:00:46 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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**Description**

Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns such as video streaming are ignorant of already-existing trends toward higher quality video including 4k.

Under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation.

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[Ticket: # 1266353 - 1TB Data Cap](#)

**Date:** 10/14/2016 3:01:06 PM

**City/State/Zip:** Clearfield, Kentucky 40313

**Company Complaining About:** Comcast

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## **Description**

The new restriction placed upon Comcast consumers is a tactic to nickel-and-dime people with internet. This plan does not take into consideration multiple user households, multiple devices connected to the internet, or those that utilize the internet for a multitude of purposes. Reconsider this regulation.

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[Ticket: # 1266408 - Net neutrality violation](#)

**Date:** 10/14/2016 3:09:18 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

Comcast do not own the Internet yet they believe they can be gatekeeper, police, judge, and jury. They lower speeds for using services they don't agree with and now want to cap how much data we use. Isn't Internet a basic human right? Comcast is too corrupt and underhanded to be trusted with something as important as our access to the Internet.

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[Ticket: # 1266673 - Comcast caps](#)

**Date:** 10/14/2016 3:43:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

The idea of placing caps on our download limits goes against the very nature of the freedom of the internet and is falsely advertised as a benefit to the consumer.

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**Ticket: # 1266480 - Comcast and AT&T data cap**

**Date:** 10/14/2016 3:18:22 PM

**City/State/Zip:** Las Vegas, Nevada 89149

**Company Complaining About:** Comcast

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## **Description**

i came across this thread on reddit.

[https://www.reddit.com/r/YouShouldKnow/comments/57fy3z/ysk\\_comcast\\_is\\_enacting\\_a\\_1tb\\_data\\_cap\\_limit/](https://www.reddit.com/r/YouShouldKnow/comments/57fy3z/ysk_comcast_is_enacting_a_1tb_data_cap_limit/)

this is shameful. this is a terrible slippery slope we are headed down and the end result doesnt have the consumers interests in mind. i urge you to stand up to these coroparations and defend the average citizens of this country. Its not hard to see where this will end up in 5-10 years. by then it will be too late. This is the first battle in securing net neutrality, i hope you win it

---

**Ticket: # 1266513 - Comcast 1TB data cap, enacted November 1st**

**Date:** 10/14/2016 3:23:26 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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## **Description**

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.
- This is blatantly anti-consumer.

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[Ticket: # 1266518 - Comcast data cap](#)

**Date:** 10/14/2016 3:23:56 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Comcast

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## **Description**

In this day and age, there is no excuse for a company to be putting limitations on a service which so many people rely on for their livelihood. 1 Tb is not a large amount of data. It's not hard for me to go through that in a month just downloading games, streaming netflix and youtube, and school projects involving renderings and computer design where the software must be streamed through the school server. It's just absurd.

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**Ticket: # 1266545 - Comcast data caps**

**Date:** 10/14/2016 3:26:47 PM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

This is unacceptable. Internet is a utility and as such should not be capped. This is a danger to the availability and freedom of the internet.

---

**Ticket: # 1266617 - Comcast 1 TB Data Cap**

**Date:** 10/14/2016 3:35:10 PM

**City/State/Zip:** Wilmington, Delaware 19802

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enacting a 1TB cap on my data usage starting November 1st. This policy change is wrong for the following reasons:

- \* There is no other provider choice available at my location. While Verizon FIOS has migrated a bit into the area, the only available internet provider in my neighborhood is still Comcast due to their local monopoly.
- \* I'm an IT professional and my roommate is a Marketing Director. Internet usage is at the core of our professional lives, without even considering our personal usage.
- \* This is not a "value-added" service. It's literally the same connection, speed, availability I previously had but at a higher, arbitrary cost.

Please address this as it will directly impact our lives in negative ways only.

Thank you in advanced for your consideration.

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**Ticket: # 1266648 - Comcast Data Cap**

**Date:** 10/14/2016 3:40:14 PM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1266704 - New Comcast Internet Terabyte Monthly Cap](#)

**Date:** 10/14/2016 3:47:27 PM

**City/State/Zip:** Warrenton, Virginia 20186

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a new Terabyte Monthly Cap in certain areas. I'm personally not affected but this does not help the consumer in any way. My household frequently uses up a lot of data just by watching Youtube and Netflix and we would be restricted/charged more for the same service we've had for years. This is just Comcast double dipping as usual.

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[Ticket: # 1266719 - Comcast Data Caps](#)

**Date:** 10/14/2016 3:49:47 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB datacap on its users. They should not put caps on utilities such as the internet.

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**Ticket: # 1266705 - ISP Data Caps**

**Date:** 10/14/2016 3:47:28 PM

**City/State/Zip:** Wheat Ridge, Colorado 80212

**Company Complaining About:** Comcast

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## **Description**

Comcast is notifying me that they will be capping my internet access. If we are going to allow companies to hold a oligopoly, they need to be regulated. It is an absolute shame that we are allowing these isp corporations to steal and abuse american consumers. I work from home and this is a threat to my livelihood. No person, liberal or conservative, would side with Comcast unless they were financially tied to the organisation. They are price gouging the american public and you have a responsibility to represent the people.

---

**Ticket: # 1266707 - Internet Capping**

**Date:** 10/14/2016 3:47:46 PM

**City/State/Zip:** Humble, Texas 77338

**Company Complaining About:** Comcast

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## **Description**

I am strongly opposed to any restriction on internet in any form. The internet is now so advance and ingrained into our daily lives as to be classified as a utility and not a services. If a company was restriction power, water or other necessary utilities there would be no question as to the illegality of such restrictions. the Internet is much the same. Please stop the new data restriction policies set forth by Comcast.

The folowing reasons are sufficient to stop this action:

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1266731 - Comcast](#)

**Date:** 10/14/2016 3:51:59 PM

**City/State/Zip:** Avon, Minnesota 56310

**Company Complaining About:** Comcast

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## **Description**

I feel it should be unconstitutional to impose a datacap on in-home internet.

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[Ticket: # 1266781 - Comcast data caps](#)

**Date:** 10/14/2016 4:00:49 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

How is it that living in America a first world country our internet lags so far behind the rest of the world. And now with internet caps this monopoly of power has gone too far.

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**Ticket: # 1266785 - Comcast 1TB Data Cap enactment November 1st**

**Date:** 10/14/2016 4:01:22 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** Comcast

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## **Description**

This is an anticompetitive measure by Comcast in order to stifle innovation on the internet and bottleneck streaming media companies that they feel are in competition with their own media services. There is no justifiable reason to enact a data limit (Data is unlimited by its nature). It does not cost comcast any more to provide unlimited data as it does to provide limited data. As streaming content continues to increase in quality, there will be a point in the near future that it will become impossible not to hit this limit just through normal use. This is the kind of unethical behavior anti-trust laws are supposed to prevent. No one wants these. It is a blatant cash grab and it is unfair. Other countries get by just fine with unlimited data. Bandwidth (that is speed of internet download) does have a finite limit inherent to the infrastructure, but the amount of data transferred has no bearing on performance for comcast or its customers. This is pure greed and it is unacceptable for a technologically advancing society. Please do not allow this to become commonplace.

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[Ticket: # 1266790 - Comcast Data Caps](#)

**Date:** 10/14/2016 4:02:11 PM

**City/State/Zip:** Gig Harbor, Washington 98335

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping Internet usage to 1 TB. Internet should be reclassified as a utility to prevent this type of cash grab.

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**Ticket: # 1266806 - Comcast Data Caps**

**Date:** 10/14/2016 4:06:16 PM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** Comcast

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## **Description**

I am opposed to the unfair and restrictive caps that Comcast will be placing in data consumption for its users. The internet is an increasingly vital utility upon which we depend. Business practices like these seek solely to preserve profits by raising prices on consumers without improving or expanding service.

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[Ticket: # 1266812 - Comcast data cap.](#)

**Date:** 10/14/2016 4:07:20 PM

**City/State/Zip:** Oglesby, Illinois 61348

**Company Complaining About:** Comcast

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## **Description**

I don't believe that anyone should have the power to limit someone's ability to learn, play, or be entertained. They should focus on getting us up to the higher speeds of the rest of the world

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[Ticket: # 1266862 - No 1T data cap from Comcast](#)

**Date:** 10/14/2016 4:18:12 PM

**City/State/Zip:** Brighton, Massachusetts 02135

**Company Complaining About:** Comcast

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## **Description**

Arbitrary limits on data usage are unethical and should not be allowed. I'm sure you have had many similar complaints so I'll keep it brief. This is wrong, please don't let them do this or everyone will start

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**Ticket: # 1266825 - Comcast Data Caps**

**Date:** 10/14/2016 4:10:37 PM

**City/State/Zip:** Manteca, California 95336

**Company Complaining About:** Comcast

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## **Description**

Internet service, availability and speed in the United States is poor when compared to other developed countries. High-powered lobbyists for the telecom industry are shaping rules and regulations for what is a consumer right: unlimited internet access for all. In the 21st century internet access is as important as any other utility for daily tasks. It is not a "luxury" that only the wealthy can afford. Comcast and other ISP's have proven to be greedy and hostile to consumers by adding "features" that mean the consumer will have to pay more for less. FCC policy should be dictated by the needs of consumers, not the needs of corporate profits.

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[Ticket: # 1266852 - Comcast Data cap](#)

**Date:** 10/14/2016 4:16:09 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be legally allowed to cap data.

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[Ticket: # 1266861 - data caps only benefit local monopolies](#)

**Date:** 10/14/2016 4:18:07 PM

**City/State/Zip:** Clarksville, Tennessee 37042

**Company Complaining About:** Comcast

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## **Description**

They are completely anti consumer

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[Ticket: # 1268594 - Comcast data limit](#)

**Date:** 10/14/2016 11:23:11 PM

**City/State/Zip:** Marlborough, Connecticut 06447

**Company Complaining About:** Comcast

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## **Description**

This limit is a money grab by a monopoly and we all know it.

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**Ticket: # 1266948 - Comcast 1TB Data Cap in November**

**Date:** 10/14/2016 4:30:24 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Comcast

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## **Description**

This change is blatantly anti-consumer because:

- it is not a "value added" service, in that it is the same service that has always been offered but customers are now being charged more for it
- there is a lack of consumer choice due to local monopolies in many places where Comcast operates
- it would contribute to the United States falling behind the rest of the world in broadband availability and affordability
- it could affect the ability of children to participate in school and of adults to participate in the modern economy

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[Ticket: # 1266958 - 1TB Data cap](#)

**Date:** 10/14/2016 4:31:47 PM

**City/State/Zip:** Northampton, Massachusetts 01060

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1267330 - Comcast data cap](#)

**Date:** 10/14/2016 5:34:21 PM

**City/State/Zip:** Mountain House, California 95391

**Company Complaining About:** Comcast

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### **Description**

I'm just learning of the 1 TB cap Comcast is imposing on me as I use them as an ISP, and I would like to voice my displeasure.

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[Ticket: # 1266979 - Comcast data caps](#)

**Date:** 10/14/2016 4:34:55 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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## **Description**

ou can also fill out the complaint on the behalf of other people. Just

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1267018 - internet caps](#)

**Date:** 10/14/2016 4:40:08 PM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Comcast

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## **Description**

it seems comcast are putting a 1 terabyte cap on internet nation wide. i looked at my usage for the month and its at 1200 gigabytes a month which is over the new suggested limit I have a household with a family of 5 so there almost no way to cut down on this usage. comcast seems to not take into consideration larger homes in their limits.

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[Ticket: # 1267015 - Comcast datacap](#)

**Date:** 10/14/2016 4:39:27 PM

**City/State/Zip:** Albertson, New York 11507

**Company Complaining About:** Comcast

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### **Description**

Are you going to allow this greedy company to impose these caps. You are basically making USA a 3rd world country

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**Ticket: # 1267039 - Comcast Data Cap**

**Date:** 10/14/2016 4:42:44 PM

**City/State/Zip:** Spring Lake, North Carolina 28390

**Company Complaining About:** Comcast

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## **Description**

I'm just curious why the FCC is allowing a utility provider to charge extra for usage to any degree. Is the FCC not aware that the costs to Comcast are the same, whether 1 byte comes to a consumer or a billion bytes to the consumer? The fact that Comcast exempts their own services from this cap is further proof that this is purely an extra profit avenue for Comcast instead of a measured business decision. I hope the FCC stops this price gouging measure from Comcast or there will be more to come.

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**Ticket: # 1267043 - Comcast - Portland area data caps starting Nov 1 2016**

**Date:** 10/14/2016 4:43:20 PM

**City/State/Zip:** Beaverton, Oregon 97003

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast stating that on Nov 1 2016 my monthly data usage will be limited to 1 terabyte per month. I just bought a new TV that is capable of 4k streaming from multiple sources and I feel that with that increased bandwidth I will likely run into that limit each month. PC game Battlefield 1 is releasing in a couple days and I enjoy playing that a lot, now I will worry about exceeding my monthly limit and not being able to play. I know there worse things in the world, but how does Comcast get to limit my data usage when there is no extra cost to them how much I use? Much of the existing networks were made possible by federal funds in the first place and now they are profiting off that. I feel this is unfair to their customers.

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[Ticket: # 1267080 - Comcast data caps](#)

**Date:** 10/14/2016 4:49:48 PM

**City/State/Zip:** Rye, New Hampshire 03870

**Company Complaining About:** Comcast

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## **Description**

Uh, it's fucking bullshit. I don't need to expand upon the acres of coverage of how much bullshit it actually is. Actually do something.

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[Ticket: # 1267130 - Comcast and its data caps](#)

**Date:** 10/14/2016 5:01:51 PM

**City/State/Zip:** Newark, Delaware 19702

**Company Complaining About:** Comcast

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## **Description**

Basically this a complaint against comcast or xfinity whatever they want to be called.

How can they legally impose a data limit on internet data plans ? If internet is a public service, this should not be allowed by law. They have already admitted they have more than enough bandwidth - this is literally ONLY a money grab taking money from American's pockets and putting them into the CEO at comcast's coffers.

Help us FCC, you're our only hope

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**Ticket: # 1267136 - Comcast Data Restrictions**

**Date:** 10/14/2016 5:02:34 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast

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**Description**

Lack of consumer choice due to local monopoly. Lagging behind the rest of the world in broadband availability and cost to consumers. Importance of the internet for children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it. This is blatantly anti-consumer.

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[Ticket: # 1267141 - Comcast 1TB Cap](#)

**Date:** 10/14/2016 5:03:19 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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**Description**

unconstitutional! and not included in the original terms and conditions

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**Ticket: # 1267143 - Comcast Data Cap**

**Date:** 10/14/2016 5:03:27 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1267148 - Comcast data cap**

**Date:** 10/14/2016 5:04:52 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

Comcast has announced that it will institute a 1TB per month cap on all users' data starting next month.

This move by Comcast violates the recent FCC decision to regulate the internet as a public utility. My home phone company doesn't regulate the number of phone calls I make, and the local water company doesn't cap how much water I use. Please tell Comcast that they can't limit our access.

---

**Ticket: # 1267149 - Comcast is enacting a 1TB data cap limit beginning November 1st**

**Date:** 10/14/2016 5:05:12 PM

**City/State/Zip:** Moorpark, California 93021

**Company Complaining About:** Comcast

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## **Description**

Why is this being allowed by the FCC? A lot more people use the internet for all their media consumption, and an ISP shouldn't be in the business of controlling how much media someone is allowed to consume. Please do something about this.

More information: <https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

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[Ticket: # 1267207 - Comcast internet cap](#)

**Date:** 10/14/2016 5:11:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is limiting their internet cap starting November 1st. This is so backwards and it disgusts me. The amount of data people use does not need to be capped when in home. This is literally the beginning of the end.

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[Ticket: # 1267185 - Comcast data cap](#)

**Date:** 10/14/2016 5:08:19 PM

**City/State/Zip:** Chicago, Illinois 60642

**Company Complaining About:** Comcast

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## **Description**

Comcast will begin charging customers fees if they exceed 1TB of usage in Nov. Comcast has a near monopoly on the market in my home city, Chicago, and continues to gouge the customer base and set precedents against the openness of the internet.

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[Ticket: # 1267228 - Comcast enacting data caps on customers](#)

**Date:** 10/14/2016 5:17:10 PM

**City/State/Zip:** Rolling Meadows, Illinois 60008

**Company Complaining About:** Comcast

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## **Description**

I have just found out that Comcast will be charging customers extra for going over 1TB of data in a 30 day period. This is not right and even though 1TB seems like a lot of data, in the next few years with technology advancing, this will be too little space to have on a 30 day period. Comcast knows this and is playing us for fools. That and their spotty internet speeds are less than favorable.

---

[Ticket: # 1267305 - Complaint against Comcast data caps of 1TB](#)

**Date:** 10/14/2016 5:30:46 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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### **Description**

I am complaining in regards to Comcast's new act to limit the "unlimited" data plan to 1TB. This is unfair practice and there aren't alternatives for me to have internet at my location

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[Ticket: # 1267433 - Comcast putting 1TB cap on my service.](#)

**Date:** 10/14/2016 5:51:06 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** Comcast

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## **Description**

Using 100gbps service, now I have 1TB cap, which can be reached within 2 hours with maximum traffic.

While I have signed up for a monthly service of 100gbps, now it has detrimentally changed from time-derived service to quantity-based service.

This may be fine for most people now, but puts a cap on how much we can utilize technology, thus putting a cap on new technology overall.

---

[Ticket: # 1267363 - Comcast enacting unconstitutional data caps](#)

**Date:** 10/14/2016 5:38:47 PM

**City/State/Zip:** Mobile, Alabama 36608

**Company Complaining About:** Comcast

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## **Description**

Those who must live in areas where Comcast has monopolized the ISP situation are soon going to be put behind a barrier that other Americans won't have to deal with.

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**Ticket: # 1267438 - Complaint for data cap!**

**Date:** 10/14/2016 5:51:53 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19116

**Company Complaining About:** Comcast

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## **Description**

- \* Lack of consumer choice due to local monopoly
- \* Lagging behind the rest of the world in broadband availability and cost to consumers
- \* Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- \* This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- \* This is blatantly anti-consumer

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[Ticket: # 1267377 - Comcast Internet 1TB data cap](#)

**Date:** 10/14/2016 5:40:26 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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## **Description**

Comcast is to roll out a data limit of 1TB nationwide starting November 1st which is unconstitutional and is violating net neutrality. Internet service should only be limited by speed, and the bandwidth should be fair to any party. Internet service should be accessible to all in this country as much as, radio, phone, television and anyother telecommunications in order to make greater use of our combined knowledge.

---

[Ticket: # 1267394 - Internet Service Provider Data Caps](#)

**Date:** 10/14/2016 5:42:49 PM

**City/State/Zip:** Terryville, Connecticut 06786

**Company Complaining About:** Comcast

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## **Description**

Internet service providers should not be able to instate data limits.

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[Ticket: # 1267407 - Comcast datacap](#)

**Date:** 10/14/2016 5:44:20 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing a datacap at 1TB. They are presenting this as a reasonable usage limit per month but it is not realistic considering the growth in media services online (4K media, legal game downloads of easily 60GB each), the fact that it is unfair competition considering their own streaming services don't count towards these limits (unfair towards netflix, hulu, amazon prime, etc), as well as being completely insanely inflated pricing to begin with for the service. Industry investigations have shown that these ISP's operate with profit margins ranging from 90-95% in what can only be described as a monopoly position

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**Ticket: # 1267409 - Data Caps at Comcast**

**Date:** 10/14/2016 5:44:50 PM

**City/State/Zip:** Plymouth, Michigan 48170

**Company Complaining About:** Comcast

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## **Description**

I work from home and I routinely go over the newly implemented 1TB cap that has recently been imposed by Comcast. This is unfair practices. They claim that 99% of users use less than 1TB a month. I strongly disagree with this assessment.

Also considering the fact I have multiple people in my house that use the internet for streaming it quickly goes over this threshold. Its also anti competitive for new technologies such as 4k streaming.

---

[Ticket: # 1267559 - Comcast's upcoming 1TB data cap](#)

**Date:** 10/14/2016 6:11:29 PM

**City/State/Zip:** Kalamazoo, Michigan 49048

**Company Complaining About:** Comcast

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## **Description**

I think that this particular bandwidth cap and indeed all caps are artificial and do not reflect both an open internet and the capabilities of our current infrastructure.

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**Ticket: # 1267499 - Comcast Data Cap**

**Date:** 10/14/2016 5:59:12 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1267525 - Comcast data caps](#)

**Date:** 10/14/2016 6:04:17 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** Comcast

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## **Description**

I use a greater amount of data than the upcoming 1TB cap on Comcast internet connections will allow for. This is simply regressive. This is not how time is supposed to work. To have unlimited traffic one day and limited the next is a symptom of monopoly and self-interest, not progress.

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[Ticket: # 1267537 - Comcast 1TB cap](#)

**Date:** 10/14/2016 6:07:29 PM

**City/State/Zip:** Tomball, Texas 77377

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently rolled out a 1TB download cap for residential customers. Their internet service up until now has been "unlimited" and with streaming services like Netflix, Hulu, Amazon, etc it makes use of their Internet service limiting in how much you use somebody other than Comcast for your streaming media.

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[Ticket: # 1267892 - Comcast Data Cap](#)

**Date:** 10/14/2016 7:15:00 PM

**City/State/Zip:** Boston, Massachusetts 02118

**Company Complaining About:** Comcast

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### **Description**

Comcast has announced a 1TB cap to be rolled out nationwide. I do not believe this to be a fair practice.

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[Ticket: # 1267557 - Comcast data limit](#)

**Date:** 10/14/2016 6:11:15 PM

**City/State/Zip:** Maitland, Florida 32751

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a data limit and it restricts free speech

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**Ticket: # 1267583 - 1 TB Comcast Cap**

**Date:** 10/14/2016 6:15:47 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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## **Description**

I've recently received an email from Comcast informing me that my data for internet will be capped at 1 TB. This is a slippery slope. Although, currently I do not use 1 TB of data a month, this can rapidly change depending on my situation or the data of the content I will be streaming. With more than one person in a household, 4K streaming, working from home, etc... data in the future will easily surpass 1 TB. Having a hard 1 TB cap is just a crash grab, there is no other reason why to limit the amount of data that can be used in a monthly basis. This flies in the face of an open internet and net neutrality.

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**Ticket: # 1267618 - Comcast home internet data caps starting in November for Southwest Florida (already implemented elsewhere)**

**Date:** 10/14/2016 6:23:25 PM

**City/State/Zip:** Fort Myers, Florida 33919

**Company Complaining About:** Comcast

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## **Description**

- There is a lack of consumer choice due to local monopoly in Southwest Florida
- The United States is lagging behind the rest of the world in broadband availability and cost to consumers
- This polic conflicts with the importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service I have always paid for, and now I'm being forced to pay more for it.
- This is blatantly anti-consumer like most things Comcast does

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**Ticket: # 1267638 - Comcast data cap at 1terabyte**

**Date:** 10/14/2016 6:27:34 PM

**City/State/Zip:** Bremerton, Washington 98312

**Company Complaining About:** Comcast

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### **Description**

I don't want to be limited by this kinda cap I feel like I'm already paying a lot and I don't have other options....tired of Comcast's money hungry tactics..

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[Ticket: # 1267650 - Comcast data caps](#)

**Date:** 10/14/2016 6:29:16 PM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Comcast

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## **Description**

This is just wrong. It's a monopoly Internet taking advantage of middle and lower class citizens. It goes directly against net neutrality. You can't let this happen

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**Ticket: # 1267671 - No on "New Terabyte Internet Data Usage Plan"**

**Date:** 10/14/2016 6:31:55 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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### **Description**

I STRONGLY DISAGREE with "New Terabyte Internet Data Usage Plan". The internet is a essential utility just like electricity and water. It should NOT be cap at all whatsoever. The internet is should REMAIN FREE (AS IN FREEDOM) AND OPEN AND NEUTRAL. 1 TB might seem like a lot right now, but with the every grow and increase potential of the internet, 1 TB won't be enough in the future. We already get charged on the speed rate plans (e.g. \$30/month for 10 Mbps, \$50/month for 30 Mbps, \$100/month for 100 Mbps, etc). We should NOT be charged more if we use up our cap.

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**Ticket: # 1267686 - No on "New Terabyte Internet Data Usage Plan"**

**Date:** 10/14/2016 6:35:24 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

I STRONGLY DISAGREE with "New Terabyte Internet Data Usage Plan". The internet is a essential utility just like electricity and water. It should NOT be cap at all whatsoever. The internet is should REMAIN FREE (AS IN FREEDOM) AND OPEN AND NEUTRAL. 1 TB might seem like a lot right now, but with the every grow and increase potential of the internet, 1 TB won't be enough in the future. We already get charged on the speed rate plans (e.g. \$30/month for 10 Mbps, \$50/month for 30 Mbps, \$100/month for 100 Mbps, etc). We should NOT be charged more if we use up our cap.

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**Ticket: # 1267706 - No to "New Terabyte Internet Data Usage Plan"**

**Date:** 10/14/2016 6:39:10 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

I STRONGLY DISAGREE with "New Terabyte Internet Data Usage Plan". The internet is a essential utility just like electricity and water. It should NOT be cap at all whatsoever. The internet is should REMAIN FREE (AS IN FREEDOM) AND OPEN AND NEUTRAL. 1 TB might seem like a lot right now, but with the every grow and increase potential of the internet, 1 TB won't be enough in the future. We already get charged on the speed rate plans (e.g. \$30/month for 10 Mbps, \$50/month for 30 Mbps, \$100/month for 100 Mbps, etc). We should NOT be charged more if we use up our cap.

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**Ticket: # 1267723 - No to "New Terabyte Internet Data Usage Plan"**

**Date:** 10/14/2016 6:42:52 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

I STRONGLY DISAGREE with "New Terabyte Internet Data Usage Plan". The internet is a essential utility just like electricity and water. It should NOT be cap at all whatsoever. The internet is should REMAIN FREE (AS IN FREEDOM) AND OPEN AND NEUTRAL. 1 TB might seem like a lot right now, but with the every grow and increase potential of the internet, 1 TB won't be enough in the future. We already get charged on the speed rate plans (e.g. \$30/month for 10 Mbps, \$50/month for 30 Mbps, \$100/month for 100 Mbps, etc). We should NOT be charged more if we use up our cap.

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[Ticket: # 1267733 - Comcast data cap](#)

**Date:** 10/14/2016 6:44:05 PM

**City/State/Zip:** Manteca, California 95337

**Company Complaining About:** Comcast

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## **Description**

Limiting data usage should not be allowed.

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[Ticket: # 1267735 - Comcast imposing data cap](#)

**Date:** 10/14/2016 6:44:16 PM

**City/State/Zip:** Oakland, California 94602

**Company Complaining About:** Comcast

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## **Description**

Comcast has elected to begin imposing a one terabyte data usage limit on California residents (all eventually), which I find in stark disagreement with the original sale of my service. Where my original service was, and shall continue to be until November 1st of 2016, unlimited, as of this date of policy change my service will be limited to one terabyte or 1,024 gigabytes of data allotment with a \$50 surcharge (39% of what I currently pay as a monthly cost for my service) added to my monthly bill to return to having unlimited data, or an additional \$10 for each 50 gigabyte block of overage, capped at \$200 in overage charges. These changes benefit the wallets of Comcast's corporate branch with absolutely no benefit to its customer base. This is simply another way for them to attempt to inflate their profits without having to provide a better service to customers who have taken to Netflix, Hulu, HBO Go, and other media streaming outlets over the traditional cable set-top box.

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**Ticket: # 1267785 - No to "New Terabyte Internet Data Usage Plan"**

**Date:** 10/14/2016 6:50:59 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

I STRONGLY DISAGREE with "New Terabyte Internet Data Usage Plan". The internet is a essential utility just like electricity and water. It should NOT be cap at all whatsoever. The internet is should REMAIN FREE (AS IN FREEDOM) AND OPEN AND NEUTRAL. 1 TB might seem like a lot right now, but with the every grow and increase potential of the internet, 1 TB won't be enough in the future. We already get charged on the speed rate plans (e.g. \$30/month for 10 Mbps, \$50/month for 30 Mbps, \$100/month for 100 Mbps, etc). We should NOT be charged more if we use up our cap.

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[Ticket: # 1267789 - Comcast Internet Data Cap](#)

**Date:** 10/14/2016 6:51:52 PM

**City/State/Zip:** Rockledge, Florida 32955

**Company Complaining About:** Comcast

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### **Description**

I find it ridiculous that Comcast is being allowed to cap data for its residential based customers. I have had Comcast service in the past, and while I live in a home that is under Brighthouse service, it's not fair to have no choice in provider outside of moving and for these companies to be allowed to pull stuff like this.

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[Ticket: # 1267795 - Comcast](#)

**Date:** 10/14/2016 6:53:14 PM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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**Description**

Please do not let Comcast enact a data limit! They're rich enough already.

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[Ticket: # 1267890 - Data Limit](#)

**Date:** 10/14/2016 7:14:45 PM

**City/State/Zip:** Taylorsville, Utah 84123

**Company Complaining About:** Comcast

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### **Description**

Comcast is setting a data limit on my internet and without any other competent internet providers in my area, I either have to limit myself or pay an extra 50 dollars a month!

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**Ticket: # 1267897 - Comcast's Internet Data Limit****Date:** 10/14/2016 7:16:26 PM**City/State/Zip:** Taunton, Massachusetts 02780**Company Complaining About:** Comcast

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**Description**

I am filing this complaint in regards to the data limits Comcast is beginning to enact in certain areas. I believe that internet is a utility that should be openly available to the public in a manor similar to electricity and water. Because Comcast is allowed to operate as the sole provider in many locations, their decision to include a data limit will begin another method for Comcast to abuse their monopolistic holdings. I would like to see the FCC take action in stopping these data limits from being enacted.

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**Ticket: # 1267932 - Comcast Data Cap**

**Date:** 10/14/2016 7:28:02 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15237

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1267948 - Comcast 1 Tb Monthly Data Cap](#)

**Date:** 10/14/2016 7:32:43 PM

**City/State/Zip:** Camden, New Jersey 08102

**Company Complaining About:** Comcast

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## **Description**

Comcast intends to roll out a nationwide plan to cap data usage at one terabyte per month. This cannot be allowed to stand. Their monopoly over the utility of information is bad enough. Do not allow them to cap our internet usage, or we will never know where the line stands. Bad precedent indeed.

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[Ticket: # 1268259 - data caps](#)

**Date:** 10/14/2016 8:54:24 PM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** Comcast

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## **Description**

Anti-consumer, lack of consumer choices in certain areas, the rest of the civilized world has cheap and free, UNMETERED internet, lack of accountability for ISPs to accurately track data usage.

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[Ticket: # 1267985 - Comcast data limit](#)

**Date:** 10/14/2016 7:38:08 PM

**City/State/Zip:** Columbia, Maryland 21044

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a data limit for internet. This is unconstitutional as it infringes my basic right of internet access. Please stop them from committing this heinous act.

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[Ticket: # 1268006 - Comcast data caps](#)

**Date:** 10/14/2016 7:41:41 PM

**City/State/Zip:** Old Forge, Pennsylvania 18518

**Company Complaining About:** Comcast

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## **Description**

I was made aware that Comcast will be charging its internet users usage fees if I exceed 1TB over a one month period and would like to complain.

Data is not a resource to be consumed like electricity, Comcast does not have to generate more of it if I use to much. I believe this is in violation of net neutrality laws and want to see this stopped.

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[Ticket: # 1268017 - Comcast terabyte limits](#)

**Date:** 10/14/2016 7:44:25 PM

**City/State/Zip:** Colorado Springs, Colorado 80909

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to put a limo/cap on data usage without really letting anyone know. Please stop this. This is bad for America in so many ways- tourism, technology, etc

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[Ticket: # 1268053 - Comcast Data caps](#)

**Date:** 10/14/2016 7:51:53 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be able to limit the amount of data I can access in a month. This is a violation of telecommunication fundamentals.

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[Ticket: # 1268039 - Comcast data limits](#)

**Date:** 10/14/2016 7:49:20 PM

**City/State/Zip:** Colusa, California 95932

**Company Complaining About:** Comcast

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### **Description**

After first signing up they promised no data limits and now they are in forcing it in my home when previously my Internet provider did not have data limits now I have to cancel and go back because the prices is a lot greater then previous provider do not allow this to happen it will just be the start of more to come

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**Ticket: # 1268051 - Comcast data caps**

**Date:** 10/14/2016 7:50:48 PM

**City/State/Zip:** Warrington, Pennsylvania 18976

**Company Complaining About:** Comcast

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## **Description**

Locally I have 2 choices in picking my internet and the better of the two was Verizon. I cannot pick Verizon however since my apartment is not wired for them/they already have too many users on their network. We also are lagging behind in the global economy as far as internet speeds and access. This will only put us further behind. It is important that the internet is open and available for children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it. This is blatantly anti-consumer.

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**Ticket: # 1268041 - Comcast's 1TB Data Cap on Wired Internet.**

**Date:** 10/14/2016 7:49:27 PM

**City/State/Zip:** Wilmette, Illinois 60091

**Company Complaining About:** Comcast

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## **Description**

As this has become a hot topic recently, I'd like to make a complaint. 1TB caps on a wired internet connection is already ridiculous, a measure only allowed in the anti-competitive market that they've established through extensive lobbying and agreements with other companies in the oligopoly. But more than that, that cap isn't enforced for Comcast's own services. When I pay for Comcast's services, it is that of a utility, something that I expressly need in my life to live and work. Why is it treated as a luxury? Why is it that they are allowed to only allow access to their own services after a certain time, without fees that are far in excess of costs?

The FCC, with what power it has, should move to secure America's place as the frontline of technology. It's an embarrassment that we're considered dead last instead.

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[Ticket: # 1268049 - Comcast data caps](#)

**Date:** 10/14/2016 7:50:02 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

Please help the consumer

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[Ticket: # 1268505 - Data Caps](#)

**Date:** 10/14/2016 10:34:34 PM

**City/State/Zip:** Watertown, Massachusetts 02472

**Company Complaining About:** Comcast

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## **Description**

The internet is supposed to be a utility and they use it to extort money fro their customers.

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[Ticket: # 1268102 - Comcast data limit](#)

**Date:** 10/14/2016 8:06:01 PM

**City/State/Zip:** Washington, District Of Columbia 20017

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing a data limit is dangerous. It will damage education and communication, two of the most vital characteristics of a successful society. Comcast is imposing this because of their endless pursuit of money, they do not care about their customers and all the good that comes by use of their service. They should not limit this service when it is understood the limit will not be helpful to anyone except profits.

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**Ticket: # 1268163 - New Comcast Data Cap Complaints**

**Date:** 10/14/2016 8:25:03 PM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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**Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1268161 - Comcast data cap**

**Date:** 10/14/2016 8:24:16 PM

**City/State/Zip:** Spokane Valley, Washington 99216

**Company Complaining About:** Comcast

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## **Description**

The enactment of a 1 TB data limit to internet services is a slippery slope for internet providers given their current importance in many aspects of our business, lifestyle, and education. This does nothing but hurt the consumer as many regions are equivalent of localized monopolies with little choice for other high speed alternatives. We are already lagging behind many developed countries in broadband availability, cost, and speed. This does nothing to enable better service, we receive the same service at a potential increase in cost. Although currently 1 TB of data may seem like an extremely high cap, data usage is currently growing drastically with streaming services, digital distribution services, and an increase in devices capable of using the internet in the home. This is purely anti-consumer with no benefit to the user.

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[Ticket: # 1268199 - Comcast data cap](#)

**Date:** 10/14/2016 8:38:52 PM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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### **Description**

Only a matter of time that they push these restrictions on me after they test it in other areas and have a monopoly as isp in my area

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[Ticket: # 1268233 - Comcast data cap](#)

**Date:** 10/14/2016 8:46:25 PM

**City/State/Zip:** Plainsboro, New Jersey 08536

**Company Complaining About:** Comcast

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## **Description**

Comcast setting 1tb cap

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**Ticket: # 1268252 - Comcast Cap is Anti-Consumer****Date:** 10/14/2016 8:50:55 PM**City/State/Zip:** Modesto, California 95350**Company Complaining About:** Comcast

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**Description**

Comcast is engaging in anti-consumer behavior, not befitting a company that should be a utility. Comcast is implementing a 1 terabyte starting November 1st, and due to their govt. sanctioned monopoly, and anti consumer practices of engaging new contenders in the ISP business with frivolous lawsuits, there is not a local competitor that I could patronize to show my disgust with this new development. It is for this lack of ability to "vote with my dollar" that I am issuing a complaint.

Comcast's internet speeds lag behind the rest of the world. This is despite significant amounts of public funding to lay down the infrastructure. They now seek to add onto their already comparatively abysmal service, a no-value-added charge for using their utility. This is a categorically terrible idea, and can only hamper the growth of internet business, and technology. We will soon be streaming in 4k, and with that, 1tb caps will be hit easily, and regularly. Families of internet users already come very close to this cap on a monthly basis, and if i wish to re download a portion of my collection of digital games, I can easily hit this cap today.

What's more Comcast's costs for accommodating higher bandwidth are trivial. Comcast is very literally double charging their customers to access the very same service they were using the month prior. What's more Comcast hope to flag "certain" types of content as not applying to their cap, at present their video content, and presumably anyone else who pays their bribe. This precedent must not be established, and must not be tolerated. This would be the death of the net neutrality that has established the internet as what it is today. The only real sector in American society where there is room for rampant growth, and new jobs.

If there was a competitor in my market, or if I could afford to go without internet, I would do so in protest of this aggressively anti-consumer behavior. It is therefore my hope that by issuing my complaint the FCC can stand tall for net neutrality, and for the helpless consumers that Comcast is, and will be abusing with this blatantly anti-consumer practice going forward. A fixed cap will only hurt growth, and business on the internet by encouraging internet users limit their usage. Surely something the dying cable industry would enjoy, and surely there isn't any conflict of interest in Comcast's decision making.

To reiterate once more, my household of three internet users routinely comes close this cap, and with the inevitable advent of more bandwidth intensive products/services, will routinely hit this cap, or limit our use of this integral service to modern life, upon which my livelihood rests.

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[Ticket: # 1268282 - ISP Monopoly and the effects.](#)

**Date:** 10/14/2016 8:59:49 PM

**City/State/Zip:** Maple Grove, Minnesota 55311

**Company Complaining About:** Comcast

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## **Description**

We just read about the plan for Comcast to set a data limit on all plans in our state. Needless to say, we're pretty darn upset.

We just moved to this new address in Maple Grove, MN from Brooklyn Park, MN; in both these locations Comcast has been the ONLY choice for high speed internet. The lobbying that the major ISPs in this country have done to be able to continue their non-competitive practices is unfairly hurting the consumer as well as our societies at large.

There is no value added to the consumer in this new deal. We're being shoved into an inferior product for a bigger and bigger price tag because the ISPs have set up an illegal monopoly. The internet is becoming a bigger and bigger part of our everyday lives. Practices like these continuing to be allowed will only help to set back our communities.

This is as anti consumer as it gets.

Thank You

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[Ticket: # 1268338 - Comcast's 1tb data limit.](#)

**Date:** 10/14/2016 9:24:02 PM

**City/State/Zip:** New York, New York 10306

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced that beginning November 1st, 2016, they will put forth a 1tb data limit despite recent rulings that declared internet access as a public utility. As a concerned citizen, not a Comcast

user, I believe that such a limit should be illegal.

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[Ticket: # 1268369 - Comcast data limit](#)

**Date:** 10/14/2016 9:41:03 PM

**City/State/Zip:** Sterling Heights, Michigan 48310

**Company Complaining About:** Comcast

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## **Description**

This limit is outrageous and in contempt of capitalism. Comcast is extorting consumers.

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**Ticket: # 1268375 - Comcast 1 TB datacaps**

**Date:** 10/14/2016 9:41:49 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Comcast

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### **Description**

Comcast is going against consumer's best interest by having 1 terabyte datacaps. With today's technology, alot of customers go past this cap. With 4k technology being implemented into society, we can see that this datacap will stifle progress and capabilities for consumers. Please let this complaint be noted so that the FCC can help consumers get a fair deal with their providers.

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[Ticket: # 1268376 - XFINITY Terabyte Internet Data Usage Plan](#)

**Date:** 10/14/2016 9:41:50 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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### **Description**

Even though I don't ever go over the TB they are proposing, in the future, gaming, movies, etc. can make you easily go over that threshold. That is unfair!

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**Ticket: # 1268421 - Interrupted Service, No Service, & Bad Service****Date:** 10/14/2016 9:55:51 PM**City/State/Zip:** Charlotte, North Carolina 28269**Company Complaining About:** AT&T

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**Description**

I felt it necessary to make you aware of chain of events between AT&T and the Copelands.

On Monday, September 12, 2016, (b) (6), an AT&T Technician came to my resident to install the UVerse System. After about 4 hours, the technician left. I tried to call my husband on his cell phone and my home telephone rung. AT&T inadvertently turned the new UVerse system on under my husband's cell number (b) (6) rather than our home number ((b) (6)). Let me explain, our Direct TV account was listed under my husband's cell number, not sure why AT&T used that number rather than (b) (6) which has been our telephone number for over 11 years.

After realizing something was wrong, I called the tech and he wasn't sure what went wrong and why. I spent the entire afternoon and evening on the telephone with AT&T and Sprint trying to get my husband's cell phone turned back on. He is a truck driver and was on the road without a phone. I Spoke with many people from 1:10 pm until 10:20 pm. Many times my call were dropped and I had to call back, going to the end of the que over and over. I spoke with a supervisor, (b) (6) for about 45 minutes, he promised to wave the installation fee and give us a free month of service. All of this took place on September 12th. I found myself crying over this ridiculous ordeal. I can't tell you about the headaches I've had.

Over the first few days as mentioned above, I spoke with many individuals. Some of which were suppose to be supervisors. Many promised callbacks, but I believe I only received 3 callbacks within the first 2 days. I had to make all the calls. No one would give me the number to corporate or an address, I felt helpless and as if I were getting the run around. After more than 10 days, I finally obtained the number to corporate and was assigned to Gray Ladd and still nothing has been resolved. When speaking with Mr. Ladd I feel as if he is patronizing me.

It took two weeks for my husband to get cell service. This happened after I made numerous calls to Sprint's President Office & AT&T. I made many calls to Sprint to have the number ported, as I was told to do, but it still took two weeks. I was told after his cell number went back to Sprint, my home phone would be turned back on. The last date I was given was September 30th, well it is October 12, and I am still without a home phone. AT&T sent someone out today and he called informing me that (b) (6) could not be turned on because it is linked to my old service.

I am a business owner and have lost a lot of time and energy being on the phone with your company hours at a time. I am still unable to use my fax machine because there isn't a telephone contacted to it.

I've been trying to pay my old DirecTV bill for almost 3 weeks. Since the merger, I have been unable to do so because mostly everyone I've spoken to couldn't see that balance.

Today, Michelle from the president's office informed me that the earliest AT&T can get my telephone on is Tuesday, Oct. 18th, but that isn't good for us. Now they are scheduled to come on Monday, Oct. 24th. Since I am a business owner and the only one in my bakery, I will not be able to deliver pies on the Oct. 24th.

This ordeal has been long and unnerving. Anything you can do to assist me with this matter will be most appreciated. Thank you.

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**Ticket: # 1268430 - Comcast 1TB Data Limit**

**Date:** 10/14/2016 10:02:17 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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### **Description**

Comcast should NOT be able to do something like this. They are already an incredibly shady and dirty company. Stop giving them the right to so much power.

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[Ticket: # 1268444 - Please don't allow the Comcast data caps](#)

**Date:** 10/14/2016 10:08:02 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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## **Description**

This inhibits the quality of content and the innovation that can occur going forward from a consumer tech side. It also is not based on operating costs in the slightest. Please don't let them put caps on how much data is used each month.

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[Ticket: # 1268564 - Comcast data caps](#)

**Date:** 10/14/2016 11:04:13 PM

**City/State/Zip:** Indianapolis, Indiana 46254

**Company Complaining About:** Comcast

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### **Description**

Stop Comcast from implementing days caps. This will force people to stay connected to cable TV instead of watching TV online through the computer.

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[Ticket: # 1268450 - comcast data caps](#)

**Date:** 10/14/2016 10:09:48 PM

**City/State/Zip:** Mesa, Arizona 85209

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be limiting their unlimited data plans to 1TB of transfer data and charging for every 50GB after the limit. Users should have gull use of the internet no matter how much data they use.

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[Ticket: # 1268472 - Terabyte Cap](#)

**Date:** 10/14/2016 10:19:35 PM

**City/State/Zip:** Newark, Delaware 19713

**Company Complaining About:** Comcast

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## **Description**

It is extremely unfair to have a cap of one terabyte.

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[Ticket: # 1268486 - Comcast data caps](#)

**Date:** 10/14/2016 10:29:50 PM

**City/State/Zip:** Concord, California 94518

**Company Complaining About:** Comcast

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## **Description**

We live in a world where we are free thanks to living inside the United States of America. We Americans try our best to keep on being the best and you have companies like Comcast that is limiting that. You hear that! Comcast is killing the American dream! Do something about it FCC! OR IS COMCAST PAYING YOU BRIBES!

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[Ticket: # 1268500 - Comcast and data limits](#)

**Date:** 10/14/2016 10:33:22 PM

**City/State/Zip:** Southagte, Michigan 48195

**Company Complaining About:** Comcast

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## **Description**

When I first signed up with Comcast Cable over 9 yrs ago there was not a data limit on there internet service. It Was the main reason that I went with the company as it was one of the questions I asked about it. Now as of November 1st they are putting a 1 TB limit on my internet connection. I feel that as an existing customer that when I signed up was told there is no internet limit that I am being taken advantage of. I can opt out of the limit for an additional 50 dollars but that is not what I was sold when I first signed up with them over 9 yrs ago.

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[Ticket: # 1268629 - 1tb data caps](#)

**Date:** 10/14/2016 11:41:52 PM

**City/State/Zip:** Arlington Heights, Illinois 60005

**Company Complaining About:** Comcast

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## **Description**

Artificial limiting of data is not reasonable. This is done to make some quick buck before Google fiber spreads across US to create some competition. I have no options to switch. Comcast is the only Internet provider with reasonable speed in the area. In the era of streaming 1tb is not enough

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**Ticket: # 1268611 - Comcast 1TB limit**

**Date:** 10/14/2016 11:32:23 PM

**City/State/Zip:** Holyoke, Massachusetts 01040

**Company Complaining About:** Comcast

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## **Description**

The enacting of overage charges for internet, especially against current customers is immoral because:

There is a lack of consumer choice due to local monopolies

We are lagging behind the rest of the world in terms of broadband availability and cost of connection

Internet is imperative for modern schoolchildren to participate in academic pursuits and for the average individual to participate in modern economics

This is not a "value-added" service, this is something consumers have already been paying for, and now we will be forced to pay more.

This decision is blatantly anti-consumer

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**Ticket: # 1268656 - Comcast Internet Data Cap Limit**

**Date:** 10/14/2016 11:54:41 PM

**City/State/Zip:** Henrico, Virginia 23228

**Company Complaining About:** Comcast

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**Description**

There implementation of a cap on internet data are down right illegal like;

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1268651 - Comcast Data Cap](#)

**Date:** 10/14/2016 11:51:10 PM

**City/State/Zip:** Minneapolis, Minnesota 55415

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed a cap on my data limit at 1TB per month. The internet should be treated the same as electricity - a public utility. Do not let them place this needless cap on my data. It does not cost them any more - the infrastructure is already there and was paid for by my taxes. This is exactly the type of issue that the FCC must address.

---

[Ticket: # 1268660 - Comcast/xfinity data cap](#)

**Date:** 10/14/2016 11:58:04 PM

**City/State/Zip:** Bloomington, Illinois 61704

**Company Complaining About:** Comcast

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### **Description**

I signed up for Comcast/xfinity a few years ago with no cap placed on my internet usage. In the past year I have now seen 2 caps enacted, and the only way to remove the caps, was to pay almost double my agreed upon monthly fee.

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**Ticket: # 1268705 - Datacaps represent an abuse of power by ISPs**

**Date:** 10/15/2016 12:31:21 AM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing a major change it current policy on it's customers by abusing a monopoly position and ignoring global trends in the industry.

Comcast has been offering their old service for years without struggling to make a profit, in fact they're making substantial profits while providing a level of service significantly slower than the global average for advanced countries. The importance of internet access in the modern economy and for children can not be overstated, and allowing private groups to increase barriers to access only hurts American global competitiveness.

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[Ticket: # 1268734 - Comcast data cap](#)

**Date:** 10/15/2016 12:55:49 AM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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### **Description**

It isn't right that comcast can limit data usage. It's a cash grab.

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[Ticket: # 1268764 - Comcast Data Caps](#)

**Date:** 10/15/2016 1:20:40 AM

**City/State/Zip:** Gorham, Maine 04038-1868

**Company Complaining About:** Comcast

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## **Description**

I've just read that Comcast will be imposing fees on home internet users based on data transfer while we're all being told to stream everything and store all of our data in the Cloud.

This is just greedy and amounts to setting up toll booths on one of the greatest educational and collaborative tools the world has seen since the first libraries.

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[Ticket: # 1268779 - Comcast data caps are a problem.](#)

**Date:** 10/15/2016 1:36:58 AM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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**Ticket: # 1268795 - Comcast Data Caps**

**Date:** 10/15/2016 1:49:50 AM

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** Comcast

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## **Description**

Comcast is arbitrarily imposing a 1 terabyte cap on my state. This is expected to take effect Nov 1, 2016 with no plans for revision. Comcast already bills us for the speed at which we use the internet and now they expect us to pay for the amount of content we use. I believe it is unfair to allow Comcast to double dip, and I do not trust Comcast to act in good faith in the future. If this policy is allowed to spread and thrive, more stifling policies will be pushed for and enacted by internet providers all over the country. I ask the FCC to intervene for the public good to challenge Comcast on this policy.

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**Ticket: # 1268851 - 1 TB Data Cap**

**Date:** 10/15/2016 2:53:11 AM

**City/State/Zip:** Roseville, California 95661

**Company Complaining About:** Comcast

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## **Description**

I work from a home office and regularly download large HD video interviews. I also use my computer for gaming with files up to 65gb. Updates occur every time I login adding to the data usage. I also use Netflix and Amazon video for streaming TV and movies. 1tb is not enough data for me. Also, data shouldn't be limited in the first place as it is to be treated like a utility. Electricity, water, and gas have never been limited for a valid reason in the U.S. and access to the internet should not be restricted for any reason either.

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[Ticket: # 1268806 - No data caps for Comcast](#)

**Date:** 10/15/2016 2:00:35 AM

**City/State/Zip:** Princeton, New Jersey 08540

**Company Complaining About:** Comcast

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### **Description**

Since the Internet is always getting bigger, it is overly restrictive to allow Comcast to limit our data. It's discriminatory and a symptom of a monopolistic system.

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**Ticket: # 1268816 - Comcast Data Caps**

**Date:** 10/15/2016 2:07:37 AM

**City/State/Zip:** Waukegan, Illinois 60085

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting their data limits. I do not have any choice to change to another cable internet provider. As a gamer and Netflix user, data seems to go by very quickly. This is not an added value service. It feels like another evil money grab. It is very anti consumer and I don't have a choice. Filing this complaint seems to be the only avenue for change.

Thank you for spending the time to read through this

---

[Ticket: # 1268843 - Comcast Implementing Data Cap](#)

**Date:** 10/15/2016 2:40:37 AM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

Comcast is my internet service provider, and I have been notified of the following: this November they are rolling out a capped/limited plan and automatically switching everyone onto that plan. Then they are charging an additional \$50/month to get back on the unlimited plan.

They're trying to turn this utility into a into a cell phone business model to offset cord cutters on their cable/entertainment end of things.

Please help.

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**Ticket: # 1268914 - 1TB Data Cap**

**Date:** 10/15/2016 6:31:16 AM

**City/State/Zip:** Zion, Hawaii 42042-0420

**Company Complaining About:** Comcast

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### **Description**

How dare you put a 1TB data limit cap on your interntz?! Browsing dank memes is all my 13 year old autistic son with testicular cancer lives for and your company has the nerve to take this from him! SHAME ON YOU!

PEPE

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[Ticket: # 1268933 - Comcast Data Cap](#)

**Date:** 10/15/2016 7:50:39 AM

**City/State/Zip:** Independence, Kentucky 41051

**Company Complaining About:** Comcast

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**Description**

Seriously?

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**Ticket: # 1269034 - Comcast's new 1TB cap is violating the fastlane rule.**

**Date:** 10/15/2016 10:23:41 AM

**City/State/Zip:** Scappoose, Oregon 97056

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast stating that my account is now capped at their new 1TB usage plan. I believe that Comcast is hiding the FCC fast lane restriction within this new 1TB cap. This new 1TB cap will reduce my ability to view Netflix content in a quality video stream. Comcast is now offering customers the option to pay them an extra \$50 dollars a month for unlimited data. In my opinion, Comcast is holding their customers hostage to use Internet services such as Netflix with a quality video stream unless we pay them an extra \$50 dollars a month. I believe Comcast's new 1 Tereabyte plan needs to be investigated. I refuse to pay Comcast an extra \$50 dollars a month just so I can view Netflix content with a quality video stream to avoid the expensive overage fees.

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**Ticket: # 1269089 - Complaint**

**Date:** 10/15/2016 11:08:36 AM

**City/State/Zip:** Tucson, Arizona 85713

**Company Complaining About:** Cox

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**Description**

I currently subscribe to Cox Communications. The (b) (6) took it upon himself to have Clearwave Solutions LLC. server installed in his personal unit and to program the boxes for all units in Building L and Building M. The server is located for Building M is in a storage closet. The server for Building L could have been installed in the pool house. The president (b) (6) has been clear he will not provide twenty-four-hour access to this server. I teach college courses online and need high-speed, reliable and easily accessible internet services which I currently pay for via Cox Communications. The new internet service Clearwave is not high speed, you can only use one device, I use three computers, two phones and a tablet. Also on Clearwave you cannot use a wireless printer which I need to do.

Is it ethical or legal for (b) (6) who just stepped down as president to have the server in his unit? Can Citation Gardens charge me for internet service that I do not use? I will remain with Cox as several other homeowners who work from home will do. What are our options?

---

[Ticket: # 1269134 - Comcast/XFinity Data cap and cost structure](#)

**Date:** 10/15/2016 11:40:04 AM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

I received notification of a change in my contractual data service with Comcast / Xfinity, limiting my service to 1TB per month, with a fee after reaching this limit, effective immediately. This is not the service I agreed to, and I will be charged to remove my service from Comcast, who in my area, is a monopoly, as the only alternatives are dial-up or satellite, neither of which offer the same level of capability. The lack of free-market competition in this arena leads to their ability to practice predatory pricing and unrealistic capping on what is not a finite resource.

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[Ticket: # 1269162 - Data caps to be added](#)

**Date:** 10/15/2016 12:11:44 PM

**City/State/Zip:** Webster, Texas 77598

**Company Complaining About:** Comcast

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## **Description**

My ISP, Comcast Xfinity, sent out the attached notice explaining that starting November 1, 2016, they will impose a limit on the amount of internet data that homes in my area are allowed to use, and any additional use will incur additional charges. This business practice unfairly penalizes consumers who prefer to stream internet content instead of purchasing Cable and other entertainment packages from this ISP. This action by Comcast is in direct conflict with the intent of the FCC's Open Internet policy which aims to ensure Net Neutrality by disallowing ISPs from inhibiting lawful access to the Internet in ways that unfairly benefit affiliates, or in this case, themselves. Furthermore, as the amount and forms of Internet content continue to evolve in the years to come, such caps will become highly restrictive and inhibit the types of innovation that make the Internet so valuable to the public today.

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[Ticket: # 1269309 - No Caps](#)

**Date:** 10/15/2016 2:33:50 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

Comcast shouldn't be allowed to cap data. What if someone's profession involves uploading data? What if someone lives with 10 other people? The Internet is supposed to be a utility for everyone, capping the flow of information seems sinister.

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[Ticket: # 1269457 - Comcast is introducing 1TB/mo cap](#)

**Date:** 10/15/2016 4:06:51 PM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Comcast

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## **Description**

Comcast is pretty much a monopolist in my area, at least for the speed I need (250mb/s down / 30mb/s up). Recently, they announced 1TB/mo traffic cap and each additional 50Gb will cost 10\$, up to \$200; or, they ask me to pay \$50 for 'unlimited' (for how long?) plan.

The thing is, I am already paying a lot. And there is no other provider that I could switch to. I need fast Internet, since I work from home a lot and use VPN and download / upload a lot of files. It looks like Comcast is taking benefits on customers like me and force me to pay even more, since there is no alternative.

---

**Ticket: # 1269621 - Comcast Data Usage**

**Date:** 10/15/2016 6:26:56 PM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** Comcast

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**Description**

Hello. Comcast's 1 TB data usage plan not only decreased video competition, but also home security. My current home security video cameras use very close to 800 GB a month. We all know Comcast is wanting a way to increase revenue from those who do not subscribe to their TV - but this is also a way for them to increase revenue from their non-security customers.

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**Ticket: # 1269635 - Comcast Data Caps**

**Date:** 10/15/2016 6:39:17 PM

**City/State/Zip:** South San Francisco, California 94080

**Company Complaining About:** Comcast

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## **Description**

The aggressive roll-out of caps undermines net neutrality rulings by leveraging capture of the last-mile to pick winners and losers in online business through programs such as zero-rating.

This practice is unacceptable.

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**Ticket: # 1269711 - Data Caps**

**Date:** 10/15/2016 8:06:42 PM

**City/State/Zip:** Seattle, Washington 98103-7449

**Company Complaining About:** Comcast

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### **Description**

I have been informed that Comcast cable internet will be instituting a cap to data/month usage. This goes against our current contractual agreement for internet access.

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[Ticket: # 1270130 - Data caps](#)

**Date:** 10/16/2016 11:57:11 AM

**City/State/Zip:** Spokane, Washington 99203

**Company Complaining About:** Comcast

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## **Description**

No. Just no. There is no reason for it other than a monopolistic money grab.

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[Ticket: # 1269894 - Data cap comcast](#)

**Date:** 10/16/2016 2:09:13 AM

**City/State/Zip:** Hammond, Indiana 46327

**Company Complaining About:** Comcast

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### **Description**

I asked if there was a cap when I signed up, they said no, oh look a cap literally a week later and nobody told me.

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[Ticket: # 1269919 - Comcast Data Cap Colorado Springs](#)

**Date:** 10/16/2016 3:35:53 AM

**City/State/Zip:** Peterson Afb, Colorado 80914

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to cap our usage at 1tb a month, during a contract that is good for another year. This is ridiculous, and a scheme for them to take advantage of consumers.

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[Ticket: # 1269925 - Why a data cap?](#)

**Date:** 10/16/2016 3:54:00 AM

**City/State/Zip:** Lynnwood, Washington 98087

**Company Complaining About:** Comcast

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## **Description**

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

This is blatantly anti-consumer

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[Ticket: # 1269945 - Comcast/Xfinity internet](#)

**Date:** 10/16/2016 6:07:16 AM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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### **Description**

Caps on data used. Unnecessary and inconvenient.

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**Ticket: # 1270016 - Comcast Data CAs**

**Date:** 10/16/2016 10:04:54 AM

**City/State/Zip:** East Layton, Utah 84040

**Company Complaining About:** Comcast

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## **Description**

Comcast has elected to begin imposing a one terabyte data usage limit, which I find in stark disagreement with the original sale of my service. Where my original service was, and shall continue to be until November 1st of 2016, unlimited, as of this date of policy change my service will be limited to one terabyte or 1,024 gigabytes of data allotment with a \$50 surcharge (60% of what I currently pay as a monthly cost for my service) added to my monthly bill to return to having unlimited data, or an additional \$10 for each 50 gigabyte block of overage, capped at \$200 in overage charges. These changes benefit the wallets of Comcast's corporate branch with absolutely no benefit to its customer base. This is simply another way for them to attempt to inflate their profits without having to provide a better service to customers who have taken to Netflix, Hulu, HBO Go, and other media streaming outlets over the traditional cable set-top box.

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[Ticket: # 1270026 - Data Caps?!](#)

**Date:** 10/16/2016 10:12:12 AM

**City/State/Zip:** Hartford, Connecticut 06103

**Company Complaining About:** Comcast

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### **Description**

I signed up for Comcast because of its fast and reliable speed. My usage of the internet will be greatly hampered by allowing comcast to limit my data. Especially with multiple devices streaming data in my household.

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[Ticket: # 1270057 - Comcast data cap for internet in Colorado](#)

**Date:** 10/16/2016 10:39:56 AM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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### **Description**

I believe that Comcast should not cap the usage of internet time or data for residents in Colorado to 1 terabyte. This would limit leisure time on the internet as well as internet usage for educational activities like research. Please stop Comcast from limiting internet time. They currently have a monopoly on high speed internet in the rural areas of Colorado.

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**Ticket: # 1270230 - Comcast Data Caps**

**Date:** 10/16/2016 1:38:15 PM

**City/State/Zip:** Sterling Heights, Michigan 48310

**Company Complaining About:** Comcast

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## **Description**

Without my permission, agreement, or any logical reasoning comcast is apply restrictive datacaps in my area. This hinders the free and open internet as well as my violates my right to receive the service I have purchased as per contract. This draconic and monopolistic action should never be allowed in a free and open market where internet is not a luxury but a requirement for existence in the modern age. Internet is a utility plain and simple and needs to be treated as such, including removal of datacaps.

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**Ticket: # 1270300 - Comcast Data Limit**

**Date:** 10/16/2016 2:15:35 PM

**City/State/Zip:** Elma, Washington 98541

**Company Complaining About:** Comcast

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## **Description**

Comcast insists on updating their service to stop all data once you have used 1TB. This is a breach in their contract and completely illegal. As someone who has no other choice but to use their service, I believe this monopoly has gone too far and should be abolished.

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[Ticket: # 1270301 - Comcast data caps](#)

**Date:** 10/16/2016 2:15:42 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting a cap on data that I never agreed to

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**Ticket: # 1270333 - data caps**

**Date:** 10/16/2016 2:52:03 PM

**City/State/Zip:** Harrisonburg, Virginia 22802

**Company Complaining About:** Comcast

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## **Description**

This is a transparent effort by comcast to use their power as a monopoly to force adoption of their cable television programming in response to increased competition by streaming services. I use netflix and several other streaming services and do not pay for cable tv service specifically to avoid Comcast. Their customer service is appalling and their price gouging has been egregious over the years and they are frankly a company that I only do business with because I absolutely have to. This is one of the few options I am afforded as a comcast subscriber. We have no other viable internet options so I'm forced to do business with Comcast on that front. With the caps I will have to reconsider subscribing to cable tv through them when faced with overages, as streaming services may become too expensive to continue using. Furthermore there is no real reason for this other than to create an artificial barrier to streaming services. Broadband is not a limited commodity like electricity or water. Network congestion is already managed in other ways. This also gives Comcast a reason to not improve their infrastructure to meet technological demands. Lastly, cable television gives comcast a loophole in which they can zero rate any programming they offer which violates the spirit net neutrality.

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**Ticket: # 1270401 - Comcast Data Caps**

**Date:** 10/16/2016 3:53:31 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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**Description**

Comcast is the only high speed ISP in our area, they have a monopoly. Comcast is set to start capping data usage at 1TB per month. I have a family of Netflix and Amazon Prime users streaming at 4k. This will put us over our cap in a few days. This is HORRIBLY anti-consumer and allows Comcast to charge service providers (Netflix and Amazon Prime) to bypass these filters. This undermines the foundation of net neutrality. "The caps themselves are a "business policy" rather than a technical necessity, a Comcast engineering vice president acknowledged last year. "

<http://arstechnica.com/information-technology/2016/10/comcast-gets-closer-to-nationwide-data-caps-with-expansion-in-18-states/>

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**Ticket: # 1270415 - Comcast 1TB Data Cap**

**Date:** 10/16/2016 4:10:07 PM

**City/State/Zip:** Englewood, Colorado 80110

**Company Complaining About:** Comcast

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### **Description**

This imposition is an unfair tax on those who do not use their other offered services and has not merit. I cannot get refunded for data that I do not use but they can demand I pay more without an alternative option to switch my service too. Make them stop this evil campaign.

---

**Ticket: # 1270420 - Comcast Monthly Data Usage Caps**

**Date:** 10/16/2016 4:18:22 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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**Description**

Comcast is enabling enacting a datacap of 1TB total per month starting November 1st, 2016. This change is blatantly anti-consumer, as it is designed to increase profits without needing to compete. It's a move Comcast can make because there is no local competition due to local monopolies on internet in my local region. I have no other options for internet and this is going to greatly impact me, and I know others who this will impact significantly worse even.

This isn't something adding value to my existing service, it's taking what I've had, and forcing the consumer to pay more, despite changing nothing. It's ridiculous that this is even allowed, given how horrible Comcast's service is compared to the rest of the world, not to mention they're consistently rated one of the worst companies in the United States, so how is it they're being allowed to do this.

Finally, I'm extremely skeptical the reporting on data usage is accurate. There have been reports that Comcast's data monitors record inaccurate data usage information, and I am concerned about the lack of regulated data consumption measurement standards.

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**Ticket: # 1270463 - My ISP is forcing a data cap on my internet plan**

**Date:** 10/16/2016 4:54:01 PM

**City/State/Zip:** Houston, Texas 77034

**Company Complaining About:** Comcast

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## **Description**

\*Lack of consumer choice due to local monopoly

\*Lagging behind the rest of the world in broadband availability and cost to consumers

\*Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

\*This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

\*This is blatantly anti-consumer

\*There have been reports that Comcast's "data monitors" do not record accurate usage information and I am concerned about the lack FCC regulated data consumption measurement standards.

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[Ticket: # 1279492 - Unnecessary Comcast Data Caps](#)

**Date:** 10/20/2016 5:49:23 PM

**City/State/Zip:** Jacksonville, Florida 32257

**Company Complaining About:** Comcast

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## **Description**

There's no reason to cap our internet data.

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[Ticket: # 1270499 - Comcast 1TB data cap](#)

**Date:** 10/16/2016 5:35:40 PM

**City/State/Zip:** Oroville, California 95965

**Company Complaining About:** Comcast

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## **Description**

This cap is unethical to impose on customers. It's not right that because there TV subscriptions are dropping off the chart that they create a strangle hold on internet usage.

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[Ticket: # 1270503 - Comcast 1 TB internet data cap](#)

**Date:** 10/16/2016 5:40:53 PM

**City/State/Zip:** St Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

I just don't agree that comcast should be able to determine an arbitrary limit of data to dole out to us as consumers. I pay the amount I pay for the speed of data transmitted to me. Why would I want to keep paying more for a faster data connection if they are going to cap my usage meaning I would just reach my limit faster. Also my family is a bigger household meaning there is more users total and what about my guest. Do I have to tell them that they can't connect because I could be charged more if they cause me to go over the 1 TB limit. There really isn't another ISP available that can offer the speed that I want so I'm stuck with Comcast.

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**Ticket: # 1270554 - Comcast Data Cap**

**Date:** 10/16/2016 6:46:31 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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### **Description**

Almost a year ago at this point, my Comcast plan had a 300GB/Mo service cap added to it. This cap was added without my knowledge, and the only way to have a larger cap is to pay for a more expensive plan.

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[Ticket: # 1270718 - comcast forced limit/cap on internet data against contractual agreement](#)

**Date:** 10/16/2016 9:19:41 PM

**City/State/Zip:** Sterling Heights, Michigan 48312

**Company Complaining About:** Comcast

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### **Description**

Comcast is forcing a limit/cap on internet data on ALL customers against contractual agreements, without notice! This, with full billing charges PLUS overage charges.

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**Ticket: # 1270823 - Capping internet service**

**Date:** 10/17/2016 12:12:03 AM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** Xfinity

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### **Description**

1 terabyte cap is unreasonable and is only in effect in states that do not have Google fiber or competition in the area. What is their reasoning for caps other than increasing profits for their higher ups. Will stifle other companies using the internet and decrease competition in ISP when Comcast control the lines in my area would easily leave comcast if there was another broadband provider that is at least equal to Comcast bandwidth.

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**Ticket: # 1270848 - Comcast's Data Cap**

**Date:** 10/17/2016 1:10:44 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

In this day and age, the internet has become a utility more than a luxury. With Comcast putting a cap on home data, it will limit big families who stream a lot of movies, those who play video games, and will essentially close off the internet to those who reach the cap and do not want to pay an overage fee. Unlike other resources, internet does not run out. Why cap it if for so long there was no cap at all?

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**Ticket: # 1271366 - Comcast - 1 TB Usage Cap**

**Date:** 10/17/2016 12:06:02 PM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Comcast

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## **Description**

Comcast has elected to begin imposing a one terabyte data usage limit on the Salem Oregon area, which I find in stark disagreement with the original sale of my service. Where my original service was, and shall continue to be until November 1st of 2016, unlimited, as of this date of policy change my service will be limited to one terabyte or 1,024 gigabytes of data allotment with a \$50 surcharge (71% of what I currently pay as a monthly cost for my service) added to my monthly bill to return to having unlimited data, or an additional \$10 for each 50 gigabyte block of overage, capped at \$200 in overage charges. These changes benefit the wallets of Comcast's corporate branch with absolutely no benefit to its customer base. This is simply another way for them to attempt to inflate their profits without having to provide a better service to customers who have taken to Netflix, Hulu, HBO Go, and other media streaming outlets over the traditional cable set-top box.

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[Ticket: # 1271430 - att/directv](#)

**Date:** 10/17/2016 12:33:56 PM

**City/State/Zip:** Lindenhurst, New York 11757

**Company Complaining About:** Directv

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### **Description**

I was falsely misled into a sale that cost me an additional \$800.00 on my wireless phone bill. I was totally dissatisfied with my direct tv service since day one. however I waited five months before I disconnected my direct tv service. They sent me the bill for cancellation of \$380 and two months of service that I never used. I returned all equipment immediately.....

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**Ticket: # 1271544 - they have taken channel**

**Date:** 10/17/2016 1:22:16 PM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Comcast

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## **Description**

we have our service through comcast/xfinity, and have been losing channels for the pass year. In the lost month we have lost channel 169 and channel 57, a movie channel and spike tv. After talking to the comcast people at the office in town, we were told that these channels have had to be resent due to the overlapping of signals, but for 9.99 more a month I can get them back, I gave in, and then was asked in I still have the little black boxes we are using for the tv in the spare rooms, and was told these will have to be upgraded due to the age and comcast is up grading them also, and that I would like them so much better, we of course I did, and now I no longer get the two channels I have just paid for off the boxes I just upgraded. So time for phone tag to see what can be done and after getting the signal resent and them doing all they could do over the phone, we end up with a service person coming to the house and looking at the box and telling me that the signal will not be accepted by the new boxes, they will only be accepted by the main box that is hooked up to the main television and that to get the signal we will have to get those boxes, which totally baffles me due to the fact I was getting all the channels just fine tell I did what was requested and turned in the old boxes, and having the service person tell me I would have to upgrade again, this is sounding like a bate and switch, so here I am paying for two channels I have been getting for the last fifteen years and now I will have to upgrade again so all the tvs can receive the signals at a cost again. I understand I live in a area which is only ran by the comcast/xfinity, but this is getting out of control and it would be nice to see something corrected here, and if you were to check at the local office in Muskegon Mi, you would not be susprised at the people who are complaining about this issue

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[Ticket: # 1271727 - Charges for too much data and items I do not have](#)

**Date:** 10/17/2016 2:16:35 PM

**City/State/Zip:** Humble, Texas 77346

**Company Complaining About:** Comcast

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## **Description**

Why is Comcast allowed to charge for data used on our computers? What happened to net neutrality? I am tired of the monopoly they have in my neighborhood. There should be a free enterprise system where we can choose our cable company. I have had to fight Comcast for so many years for charging me for things I do not want: such as, modems that are not theirs and this month I was charged for an adaptor I did not need. These companies are making money by sneaking by with whatever they can get away with, and, in my opinion, should not even be allowed to be in business.

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**Ticket: # 1272372 - Comcast Data Cap of 1000GB**

**Date:** 10/17/2016 5:27:13 PM

**City/State/Zip:** Centennial, Colorado 80015

**Company Complaining About:** Comcast

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### **Description**

I was just checking my Comcast account and saw that last billing cycle they implemented a 1000GB data limit to customers in Colorado. I am paying for the speed and not for my data to be limited. Why should I be forced to pay an extra 50\$ a month for unlimited data. Can you look into this and how it is allowed to just be added as a term onto my account.

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**Ticket: # 1272481 - Comcast 1 TB internet date caps**

**Date:** 10/17/2016 6:15:00 PM

**City/State/Zip:** Salt Lake City, Utah 84107

**Company Complaining About:** Comcast

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## **Description**

I have been Comcast customer for a while now. I was recently notified that internet is capped at 1 TB now. That wasn't the plan I was signed up for by Comcast representative. I have been lied to repeatedly by Comcast customer service in that subject matter.

My only other ISP option is Century Link. They only max 12 mb/s speed and it doesn't meet my needs. I feel like Comcast is taking advantage of their monopoly and doubling down on me as their customer.

Here is my account info and address of my service.

(b) (6)

(b) (6)

SALT LAKE CITY UT 84107

Thank You.

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**Ticket: # 1272746 - Failure to fix**

**Date:** 10/17/2016 9:02:11 PM

**City/State/Zip:** Scottsdale, Arizona 85251

**Company Complaining About:** Centurylink

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## **Description**

Since we started service with CenturyLink on their new Fiber internet service, we have been unable to use most of the services we commonly use, such as Netflix, Amazon Prime Video, and World of Warcraft (any many other games) without serious connectivity issues and slow streaming rates. I have contacted their customer repair center on numerous occasions and provided them with the network information to the devices that are causing this slow speed/lost connectivity. To date they have done nothing, and continue to assure me they are looking in to it. After over a month of trying I would like some help resolving this issue and get the service that I am paying for.

Based on the tests I have run, it looks like streaming services/games are routed through a border server that is seriously/poorly configured. This is resulting in significantly reduced speed and extreme packet loss. I have attached a copy of the email I sent to one of their supervisors with the information I gathered.

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[Ticket: # 1273041 - illegal censorship of comments](#)

**Date:** 10/18/2016 3:08:14 AM

**City/State/Zip:** Chester Springs, Pennsylvania 19425

**Company Complaining About:** Aol

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## **Description**

When posting to the "comments" section of AOL.com articles, my comments are CONSTANTLY put on "pending approval" status, and NEVER being published. I have read other's comments identifying the same issue when it comes to public comments being positive concerning the Donald Trump campaign. I have contacted AOL.com about it and gotten nowhere. This amounts to illegal censorship, and AOL.com should be fined accordingly.

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[Ticket: # 1273115 - Data caps](#)

**Date:** 10/18/2016 8:13:28 AM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** AT&T

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## **Description**

Why is this being allowed? I have been off cable for nearly 8 years and use only Netflix, Hulu, etc for content. We have 7 TVs in our house with Rokus and Chromecasts. It is painfully obvious why the cable companies are doing this and its not to benefit their customer base. Where I live I have bo option to change to a better provider.

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**Ticket: # 1273583 - Xfinity Comcast Data Caps**

**Date:** 10/18/2016 12:01:39 PM

**City/State/Zip:** Holladay, Utah 84121

**Company Complaining About:** Time Warner

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### **Description**

They are capping our data to 1TB per month of usage. If you take your speed and what you could actually download every second, that's less than 5% of what we were initially allowed to do. 5% but we have to pay the same and don't have a choice?

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**Ticket: # 1273702 - Comcast imposing a 1 TB monthly limit for all customers regardless of plan**

**Date:** 10/18/2016 12:38:31 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** Comcast

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## **Description**

I am a software engineer in California. On November 1st, 2016, Comcast will be imposing a 1 terabyte limit on monthly traffic (see <https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>). As I use the internet for my entertainment (Netflix, Crunchyroll, Funimation, Google Play) and do not use Comcast's other services, this impacts me since if I go over the 1 terabyte limit, I could be charged up to \$200 extra per month depending on how much data I use.

While I can mitigate this by purchasing Comcast's X1 Data Boxes, this violates Net Neutrality in that I have to pay more to stream TV and Movies at HD or 4K speeds. In other words, Comcast's content is "preferred".

Thank you for your time and consideration.

/Chris

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[Ticket: # 1273834 - Data Caps](#)

**Date:** 10/18/2016 1:19:04 PM

**City/State/Zip:** Denver, Colorado 80238

**Company Complaining About:** Comcast

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### **Description**

Comcast has imposed a limit on the data customers will be allowed access to without paying even more for the service.

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**Ticket: # 1277867 - Ordered Frontier Service on 09/14/2016 and Still Has NO Service**

**Date:** 10/20/2016 8:20:30 AM

**City/State/Zip:** Largo, Florida 33773

**Company Complaining About:** Frontier Communications

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## **Description**

The consumer stated that she switched her services, (internet, TV, and telephone), from Bright House Networks to Frontier. The service was ordered on 09/14/2016. However, as of today's date, the consumer has NO internet or phone service. The TV portion of her service was provided by DISH Network. This has been installed. Frontier had been to her home to disconnect service from her old provider. They were at her home on 10/14/2016. However, they did NOT re- connect internet or phone. Therefore, she called Frontier to ask when they would install services. Frontier advised her that they are experiencing technical difficulty and they must dig in order to install service. The Frontier rep then advised the consumer that they cannot come out before 10/26/2016. The Frontier rep then told her to go back to Bright House Networks. When the consumer called DISH to cancel service, because it had been advertised as a bundle, she was told that she cannot cancel service or she will have to pay an early termination fee of \$400.00! The consumer stated that this is extremely predatory and egregious type of behavior and is extremely deceptive. She called Frontier and they advised her that she has two weeks to cancel any/all of the services without any penalty.

The consumer requests that DISH come and immediately remove their equipment. The consumer also requested that DISH provide a waiver for the Early Termination Fee. The only reason that she obtained the service through DISH is because this is the way that it was sold - as a bundle by Frontier. She stated that Frontier is responsible for any fees due for retrieval of the DISH equipment - due to their false advertising and predatory practices combined with their poor customer service. The consumer also requested to be returned to Bright House Network's service. She stated that she had spoken to their staff and Bright House has agreed to provide her with a lower priced plan. The consumer requests immediate confirmation, from DISH and from Frontier that NO charges will be incurred by her for any of their services. This has been an extreme inconvenience as the consumer is elderly and has health issues that require her to have phone service at all times. She has been without the phone and internet since 10/14/2016. This whole situation is totally unacceptable. The consumer has listed her neighbor's cell phone as a point of contact. She had to borrow this phone in order to have access to some sort of phone services because the consumer had no other access to phone - other than the one that Frontier turned off when making beginning the transfer of her services/installation!

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**Ticket: # 1274423 - Internet Service Not working - Frontier Has Missed Two Appointments and Will Not Respond until 10/25/2016**

**Date:** 10/18/2016 4:22:27 PM

**City/State/Zip:** Berkeley Springs, West Virginia 25411

**Company Complaining About:** Frontier Communications

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**Description**

The consumer stated that she was notified that she has an old modem and should replace her modem. The consumer stated that Frontier came to her home and installed the modem. She stated that service immediately became sporadic and the WiFi service was not working properly. The consumer contacted Frontier and they stated that they would respond between 10/03/2016 and 10/04/2016. However, no one ever knocked on her door/responded. She called on 10/04/2016 and she was advised that she was not scheduled and provided today's date as the date for the repair. However, the consumer advised Frontier that she had a doctor's appointment and they would need to come before 10:30 am or AFTER 2:00 pm. She did not have any messages on her phone stating that they were going to respond. The consumer called Frontier and advised them that internet and TV services were not working at the present time. (This has happened a couple of times). The consumer stated that not only is her internet service not working, her TV service is also not working now. The consumer has doctor appointments all this week. Her availability is on Saturday. She stated that because she resides between two mountains, her son is not able to place calls on his cell phone using the WiFi service. Her Aide also cannot use her cell phone while providing health care/assistance to the consumer. The consumer requested that Frontier provide her with an appointment time for Saturday, October 22, 2016. The consumer requested that Frontier provide her with the first available appointment because she has no internet or TV service and will miss the Presidential Debate on Wednesday.

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**Ticket: # 1275412 - NO ROYALTY FEES BEING PAID FOR THIS INTERNET RADIO STATION**

**Date:** 10/19/2016 3:01:41 AM

**City/State/Zip:** Port Richey, Florida 34668

**Company Complaining About:** Bright House

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**Description**

THIS RADIO STATION IS CALLED " IN MY DREAMS RADIO " THEY AREN'T PAYING FOR THE ARTISTS IN WHICH THEY ARE PLAYING I HAVE PERSONALLY APPLIED BEFORE I WAS HIRED I ASKED THEM DID THEY PAY FOR THEY'RE MUSIC THEY SAID NO I SAID OKAY THERES AN ISSUE I DON'T HAVE MONEY FOR ROYALTY FEES EITHER

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**Ticket: # 1275410 - Comcast data cap**

**Date:** 10/19/2016 2:50:24 AM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Comcast

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## **Description**

Starting in November, Comcast will be placing a 1 terabyte data allotment per month on my account. Sure this may seem like a lot for one person, but with a household of 9 people and 14+ devices, I don't think that data will last. I stream gameplay a lot, download 50+GB games from more than one device, plus watch 4K Ultra HD video from Netflix. If this 1 terabyte limit is exceeded, an extra \$10 for every 50GB I go over. Even though it's currently not in effect on me, I'm getting teal worried about this. I could go for the unlimited plan, but that's an extra \$50 per month, which I probably won't get back if I don't exceed the 1 terabyte cap.

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[Ticket: # 1275630 - Terrible customer service - system not working](#)

**Date:** 10/19/2016 9:58:49 AM

**City/State/Zip:** Memphis, Tennessee 38134

**Company Complaining About:** Comcast

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## Description

(b) (6)

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**Ticket: # 1276123 - Not Receiving the Internet Service as Advertised by Pine Telephone**

**Date:** 10/19/2016 12:50:29 PM

**City/State/Zip:** Ringold, Oklahoma 74754

**Company Complaining About:** Pine Telephone

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### **Description**

The consumer stated that he is not receiving the service for which he pays for through Pine Telephone. He stated that he constantly loses his internet connection. He stated that when the service does work, a lot of the time, the speed just drops off ...completely. He stated that he pays \$73.18 for phone and internet. However, he stated that service is often off, more than the periods of time that it is actually working. Recently, he reported, to Pine Telephone, that he had a service issue and he was charged \$27.50. When the consumer objected to paying for a service repair, he was advised that the problem was on his end. The consumer stated that there is no way to know this until the issue is actually investigated. He also stated that the phone lines have not been replaced for 50-60 years! He objects to paying for service calls that are caused by antiquated equipment. He stated that service is extremely sporadic. The consumer requests that Pine Telephone provide the service for which he pays. He stated that when he attempts to watch video/YouTube, the video immediately buffers. The consumer stated that he filed a complaint last year and was threatened with disconnection. He was advised that , "They may have to provide him with a phone line. However, they do not have to provide him with internet and they will shut him down for reporting them to the FCC"! The consumer objects to this intimidation by this company and feels that they engage in retaliatory behavior when consumers bring service issues to their attention. He stated that it is egregious and deceptive behavior to act in this manner when consumers are paying for services not being delivered. The consumer stated that because his father recently passed away, he has provided a friend's contact number for the purpose of calling him/Pine Telephone responding to correct this reported service issue.

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**Ticket: # 1275857 - Comcast 1tb Data Limit!**

**Date:** 10/19/2016 11:39:00 AM

**City/State/Zip:** Independence, Missouri 64050

**Company Complaining About:** Comcast

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## **Description**

As a Customer of Comcast, who does use more than 1tb of data a month. I Game, Stream Movies, and Stream Games. I feel this 1tb Data Limit is a purposeful and degrading attempt to squeeze more money from all of their customers, most who don't have an equal option to go to another Internet Provider. As well It seems as though they are trying to force their customers who only use their internet to buy tv service as well, which is So much more overpriced by comparison to streaming options that are available. I personally will be forced to pay at minimum another 10\$ a month, or 50\$ for unlimited. For a Service that every 6 months, I HAVE to get a new modem from them and my Speeds consistently drop well below what I DO pay for. I've had Comcast since 2013.. and this isn't the first time they are trying to push Data limits on us.

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[Ticket: # 1275882 - Internet Data Cap by Comcast and AT&T](#)

**Date:** 10/19/2016 11:45:20 AM

**City/State/Zip:** Katy, Texas 77493

**Company Complaining About:** Comcast

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## **Description**

These Large Companies monopolize certain areas where they are the only ISP providers, also cable tv providers. If you decide you want to download your television instead of buying their cable TV, these ISPs are allowed to set data limits. This is at least a conflict of interest if not a total monopoly and should be illegal. It's not like we have another choice in ISP providers we have to rely on the Federal Communications Commission to do their job and stop injustice.

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[Ticket: # 1276085 - Comcast data limits](#)

**Date:** 10/19/2016 12:40:05 PM

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

**Company Complaining About:** Comcast

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## **Description**

I currently live in Orlando, Florida in a housing complex that has exclusive broadband rights with Comcast. As such I'm unable to change internet service providers, even if I wanted to. Recently Comcast has informed me of an internet data limitation of 1 terabyte for my household internet access per month. I feel that the internet should be an open utility that should not be capped for consumers with no choice in the matter. Comcast has a monopoly enough as it is.

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**Ticket: # 1276115 - Data Usage Metering**

**Date:** 10/19/2016 12:48:38 PM

**City/State/Zip:** Naples, Florida 34116

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

I just received notice from Comcast that my unlimited Internet Access will be limited to 1TB of data starting next month.

This will severely limit my planned usage of cloud backup services as offered by Microsoft (1TB/PC for up to 5 PCs).

Comcast should not be allowed to limit usage on an unlimited account and in the same email offer - more expensive - unlimited usage.

Comcast is limiting the expanding business model of many cloud service providers and should be stopped.

Kind regards,

(b) (6)

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**Ticket: # 1276525 - Ordered Frontier Service on 09/14/2016 and Still Has NO Service**

**Date:** 10/19/2016 2:51:27 PM

**City/State/Zip:** Largo, Florida 33773

**Company Complaining About:** Frontier Communications

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## **Description**

The consumer stated that she switched her services, (internet, TV, and telephone), from Bright House Networks to Frontier. The service was ordered on 09/14/2016. However, as of today's date, the consumer has NO internet or phone service. The TV portion of her service was provided by DISH Network. This has been installed. Frontier had been to her home to disconnect service from her old provider. They were at her home on 10/14/2016. However, they did NOT re- connect internet or phone. Therefore, she called Frontier to ask when they would install services. Frontier advised her that they are experiencing technical difficulty and they must dig in order to install service. The Frontier rep then advised the consumer that they cannot come out before 10/26/2016. The Frontier rep then told her to go back to Bright House Networks. When the consumer called DISH to cancel service, because it had been advertised as a bundle, she was told that she cannot cancel service or she will have to pay an early termination fee of \$400.00! The consumer stated that this is extremely predatory and egregious type of behavior and is extremely deceptive. She called Frontier and they advised her that she has two weeks to cancel any/all of the services without any penalty.

The consumer requests that DISH come and immediately remove their equipment. The consumer also requested that DISH provide a waiver for the Early Termination Fee. The only reason that she obtained the service through DISH is because this is the way that it was sold - as a bundle by Frontier. She stated that Frontier is responsible for any fees due for retrieval of the DISH equipment - due to their false advertising and predatory practices combined with their poor customer service. The consumer also requested to be returned to Bright House Network's service. She stated that she had spoken to their staff and Bright House has agreed to provide her with a lower priced plan. The consumer requests immediate confirmation, from DISH and from Frontier that NO charges will be incurred by her for any of their services. This has been an extreme inconvenience as the consumer is elderly and has health issues that require her to have phone service at all times. She has been without the phone and internet since 10/14/2016. This whole situation is totally unacceptable. The consumer has listed her neighbor's cell phone as a point of contact. She had to borrow this phone in order to have access to some sort of phone services because the consumer had no other access to phone - other than the one that Frontier turned off when making beginning the transfer of her services/installation!

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[Ticket: # 1276621 - Comcast is enacting a data cap on my service](#)

**Date:** 10/19/2016 3:20:26 PM

**City/State/Zip:** Tallahassee, Florida 32308

**Company Complaining About:** Comcast

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### **Description**

I've been using Comcast since July. After dealing with shady charges on my account and other bullshittery, I'm now surprised to find out that my unlimited internet access will now be limited starting November 1st. And it's still the same price per month! I wonder if they take payments in Monopoly money, it suits their business practices well.

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**Ticket: # 1276657 - ComCast Internet Data Limit Fees**

**Date:** 10/19/2016 3:31:48 PM

**City/State/Zip:** Cape Coral, Florida 33904

**Company Complaining About:** Comcast

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**Description**

Comcast recently informed me that they will impose an internet data limit of 1000GB or face added fees for usage over 1000GB. I consider this an unwarranted restriction on my consumer rights. Imposing a data limit serves no useful purpose but does restrict my ability of using alternate TV programing from sources other than my ComCast cable TV. ComCast monthly prices are already very high (\$180/month) and I may wish to use different programming sources to save money

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**Ticket: # 1276927 - Frontier/Yahoo email service**

**Date:** 10/19/2016 4:46:52 PM

**City/State/Zip:** Pardeeville, Wisconsin 53954

**Company Complaining About:** Frontier Communications

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## **Description**

We subscribe (pay) Frontier for our internet service. They, evidently, buy the service from Yahoo. Today, without our permission or choice, we started to get, what they call "sponsored" ads in our inbox....with no method to delete them. They claim to provide an opt-out option but, that does not work, unless one goes thru a complicated procedure which includes the requirement of opening a Yahoo account, which I don't want and should not be forced to take in order to keep from receiving unwanted, unsolicited, and, irrelevant ads in my personal email account.

I did not subscribe to this.

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**Ticket: # 1277005 - On Comcast's new bandwidth limits to internet Service in Northern California**

**Date:** 10/19/2016 5:13:56 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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**Description**

To Whom it may concern,

I am writing to the FCC to express my frustration and concern with Comcast, my Internet Service Provider, for their new bandwidth limit and fee structure for internet service. Comcast is a utility (Internet access is just as vital as Electricity, Water, Gas Service, or any other regulated utility) and a content provider (they are one of the largest cable services in the US, and own the controlling interest in NBC/Universal). This move serves to pressure me as a consumer to purchase THEIR content (conveniently exempt from this bandwidth limit despite it being provided over the very same infrastructure) as opposed to a competing party's (Netflix, Amazon, Hulu) content, or be subject to Fees.

Now, Comcast's justification is that this limit is very high, and that MOST of their customers never use this much bandwidth. My response is that the internet, and the content that it hosts, is continuously growing. This limit may seem generous now, but there's no accounting for how generous it will be in a year or more (or even less), and it seems somewhat naive to "trust" that Comcast will increase this limit as needed to reflect "most" of their customers needs. Fundamentally, Comcast should not be using their position as a utility to coerce customer to buy their content, whether that intent be overt or not. As a consumer, I implore you to take the appropriate steps to protect my right to have a choice with regards to content I wish to purchase, and the manner by which it is delivered to me.

With thanks,

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**Ticket: # 1277124 - Comcast Data Cap**

**Date:** 10/19/2016 5:57:53 PM

**City/State/Zip:** Vancouver, Washington 98686

**Company Complaining About:** Comcast

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### **Description**

Comcast notified me that they will charge for anything over 1TB of data usage. With 3 teenagers playing online games and video chatting with peers, we use almost 900GB a month. Its outrageous that comcast can raise rates for internet and or change an agreed upon rate. We have not alternatives where I live, so I am stuck.

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**Ticket: # 1277215 - Do not want Data Usage Plan; no clear line of complaint; allow competitor service providers**

**Date:** 10/19/2016 6:35:32 PM

**City/State/Zip:** Leesburg, Florida 34788

**Company Complaining About:** Comcast

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## **Description**

COMCAST has recently changed my internet service plan to one based from unlimited usage to one based on a terabyte of data before additional charges are assessed. While my current usage is not above the terabyte of data, as time progresses this may easily change. Additionally, this setup is only a precursor to gradually bringing my usage rate into a range where I will end up having to pay for additional usage.

To be clear, my first complaint is toward the whole concept of charging based on data usage - there are no justifiable reasons for changing to the data usage plans except for eventual price increases that have nothing to do with Comcast's cost for providing the service.

My second complaint is that Comcast has no clear line for a customer to submit a complaint that ensures that the customer's complaint will be heard and a response provided. They say you can call and complaint but after leaving a complaint, one can not call back and track the status of that complaint and no one will ever get back to you (unless the repeated complaint is of downed service - and even that is like chewing glass). Please note that the attached document while having my (b) (6) address was actually sent or forwarded to my (b) (6). Please note also that while the sender's email address is (b) (6) the reply email address is really (b) (6) a No Reply email address where no email is monitored.

I did finally managed to get someone to take my complaint (still not sure that it will not just remain in there system an not acted upon - no response provided. Furthermore, the rep re-worded my complaint and stated that I was accusing Comcast of price gouging - in my frustration to end the call after much run-around, I agreed. This is not what my complaint is about since my bill (because of my current usage) at the moment will remain unaffected by the change in plan.

Thirdly, but certainly not least, more competition in any given area must be allowed so that consumers can speak more loudly with the choice of internet service providers they choose to let service providers know what works and what doesn't and for overall better commerce. Akin to this third complaint is that we need an Open Internet/Net Neutrality!!!

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**Ticket: # 1277418 - Comcast**

**Date:** 10/19/2016 8:15:00 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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### **Description**

The box switches channels without any input on my part. It switches from Fox News to MSNBC or other mainstream media. It happens on a regular basis and Comcast says they don't know anything about it. Please make them stop.

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**Ticket: # 1277695 - Comcast poor policies are restrictive and non-competitive**

**Date:** 10/20/2016 12:36:14 AM

**City/State/Zip:** Shoreline, Washington 98133

**Company Complaining About:** Comcast

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## **Description**

Comcast recently replied to why they don't allow "HBO Go" (a service I pay for through them) on my only device that would allow me to use this service, PS4. Their response was "I apologize for any inconvenience. As explained above, HBO Go availability on PS4 is a failure to come to a business agreement between the relevant entities. This may change in the future, as of now there only way to circumvent this is to use other options that support HBO Go." This is unfair because it is their own fault for not securing an agreement that several other companies have managed to work out ie Amazon, Roku, Google, Direct TV. Comcast is concerned that people like me will use services like these and not need their archaic cable packages they offer when no competition is present. They are almost as bad as a company as Century Link.

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**Ticket: # 1277866 - Ordered Frontier Service on 09/14/2016 and Still Has NO Service**

**Date:** 10/20/2016 8:19:44 AM

**City/State/Zip:** Largo, Florida 33773

**Company Complaining About:** Frontier Communications

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## **Description**

The consumer stated that she switched her services, (internet, TV, and telephone), from Bright House Networks to Frontier. The service was ordered on 09/14/2016. However, as of today's date, the consumer has NO internet or phone service. The TV portion of her service was provided by DISH Network. This has been installed. Frontier had been to her home to disconnect service from her old provider. They were at her home on 10/14/2016. However, they did NOT re- connect internet or phone. Therefore, she called Frontier to ask when they would install services. Frontier advised her that they are experiencing technical difficulty and they must dig in order to install service. The Frontier rep then advised the consumer that they cannot come out before 10/26/2016. The Frontier rep then told her to go back to Bright House Networks. When the consumer called DISH to cancel service, because it had been advertised as a bundle, she was told that she cannot cancel service or she will have to pay an early termination fee of \$400.00! The consumer stated that this is extremely predatory and egregious type of behavior and is extremely deceptive. She called Frontier and they advised her that she has two weeks to cancel any/all of the services without any penalty.

The consumer requests that DISH come and immediately remove their equipment. The consumer also requested that DISH provide a waiver for the Early Termination Fee. The only reason that she obtained the service through DISH is because this is the way that it was sold - as a bundle by Frontier. She stated that Frontier is responsible for any fees due for retrieval of the DISH equipment - due to their false advertising and predatory practices combined with their poor customer service. The consumer also requested to be returned to Bright House Network's service. She stated that she had spoken to their staff and Bright House has agreed to provide her with a lower priced plan. The consumer requests immediate confirmation, from DISH and from Frontier that NO charges will be incurred by her for any of their services. This has been an extreme inconvenience as the consumer is elderly and has health issues that require her to have phone service at all times. She has been without the phone and internet since 10/14/2016. This whole situation is totally unacceptable. The consumer has listed her neighbor's cell phone as a point of contact. She had to borrow this phone in order to have access to some sort of phone services because the consumer had no other access to phone - other than the one that Frontier turned off when making beginning the transfer of her services/installation!

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[Ticket: # 1277973 - Comcast Data Caps](#)

**Date:** 10/20/2016 9:48:51 AM

**City/State/Zip:** Jacksonville, Florida 32224

**Company Complaining About:** Comcast

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### **Description**

I received an email from Comcast alerting me that they are limiting my internet service to 1 terabyte of data per month. How can they do this? The internet is a basic human right and should not be restricted.

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[Ticket: # 1278415 - Data Caps](#)

**Date:** 10/20/2016 12:52:02 PM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

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**Description**

Data caps from Comcast and other providers are manipulative and very very bad business.

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**Ticket: # 1278455 - Comcast Data Caps**

**Date:** 10/20/2016 1:03:12 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast

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### **Description**

On november 1st my home will be included in comcast's utter bullshit of a Terabyte plan and will charge me \$50 to continue to use internet after that. This is absolutely unfair and ridiculous. I go to school. I pay thousands of dollars to be here and already pay plenty of money to comcast to be able to use the internet. It can't be possible this is legal.

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**Ticket: # 1278456 - Comcast data caps / Monopoly**

**Date:** 10/20/2016 1:03:15 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has instilled a datacap of 1TB on all service. I rely on my internet for work (working from home at times) which is not billable to my company the 1TB cap could result in me paying additional money to use my internet FOR WORK. Comcasts policies are now affecting my ability to work, which impacts my ability to pay taxes obviously.

Additionally, I live in the Seattle area and comcast has a CLEAR monopoly on cable service and cable internet in my area. Other services which are slower are not reliable enough to work from home. The monopoly is clearly impacting not only myself, but everyone who works from home and is a "customer" (more like prisoner) of comcast. Cable internet should be treated as a utility as it is now a necessity for american workers who work from home!

Please help!

---

**Ticket: # 1278521 - Please Stop Comcast's Data Caps****Date:** 10/20/2016 1:24:10 PM**City/State/Zip:** Santa Rosa, California 95409**Company Complaining About:** Comcast

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**Description**

Because Comcast has a local monopoly in my area over the internet, I am forced to use their services in order to access the internet for my work, job searching, leisure and knowledge of current events. However, Comcast has now declared that we consumers must pay them extra if we ever go over 1 TB of data (even though any extra usage on our part carries only a negligible cost for them). While this is not a yet problem for most of us at present, this move by Comcast sets a dangerous precedent for Comcast's ability/desire to abuse its power, and we consumers--having little say in the matter--depend upon the FCC to protect us from Comcast's predatory behavior. Please do everything in your power to prevent Comcast from enacting these usage caps and restrictions over what is essentially a utility in this day and age. Stop Comcast's data usage caps over my internet!

---

[Ticket: # 1278553 - Comcast limiting data use and overcharging customers](#)

**Date:** 10/20/2016 1:31:57 PM

**City/State/Zip:** Issaquah, Washington 98027

**Company Complaining About:** Comcast

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## **Description**

Comcast supplies minimum viable quality of service while over charging customers. New restrictions of use of their services to 1TB of data per month lowers the only option for people while they continue to steal money from modern data users. They also double the cost of internet for any user who which is also theft. Stop allowing these ISP monopolies from stealing from Americans who have no other choice but to get internet decent through them!

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[Ticket: # 1278590 - Comcast data limit](#)

**Date:** 10/20/2016 1:38:59 PM

**City/State/Zip:** Gaston, Oregon 97119

**Company Complaining About:** Comcast

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## **Description**

The 1TB limit on data should not be a thing. Online gaming, music streaming and watching videos online eats through this very fast.

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[Ticket: # 1278595 - Comcast Data Caps](#)

**Date:** 10/20/2016 1:39:51 PM

**City/State/Zip:** San Jose, California 95120

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting a cap on data

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**Ticket: # 1278633 - Comcast Data Cap**

**Date:** 10/20/2016 1:49:34 PM

**City/State/Zip:** Independence, Missouri 64055

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be allowed to set a cap on usage for internet service. This is in my own home and they should not be able to limit how much I use. And to set a cap on overages to \$200 a month is 4x what I pay monthly. This is meant to penalize me and limit options for a cord cutter!

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[Ticket: # 1278827 - Data Caps](#)

**Date:** 10/20/2016 2:39:13 PM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Capping the amount of data I can use in one month such as only 1 Tb of data

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**Ticket: # 1278951 - Cox Cable Internet Data Cap**

**Date:** 10/20/2016 3:06:53 PM

**City/State/Zip:** Encinitas, California 92024

**Company Complaining About:** Cox

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### **Description**

Only allowed to use 1024GB of data per month. I use online cloud backup services and if a computer in the house goes down, I would need to download 500GB - 1TB of data or more to restore the computer. That's in addition to streaming Netflix, Hulu and Amazon videos in HD. There's no way 1024GB is enough data for an average internet video streaming household.

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[Ticket: # 1278979 - Data Caps](#)

**Date:** 10/20/2016 3:14:30 PM

**City/State/Zip:** Colorado Springs, Colorado 80917

**Company Complaining About:** Comcast

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## **Description**

I think data limits are a terrible idea and will hamper the sharing and learning of knowledge. In an ever increasing online/technological society limiting data will have negative affects on society.

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[Ticket: # 1279015 - Comcast data caps](#)

**Date:** 10/20/2016 3:20:10 PM

**City/State/Zip:** Dothan, Alabama 36303

**Company Complaining About:** Comcast

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## **Description**

Comcast has no right to stand on when referring to how much content I access daily or even monthly. In addition, they claim you can pay an additional fee to get unlimited data, but it's only available in certain areas excluding mine. That in and of itself is considered entrapment.

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[Ticket: # 1279017 - Data caps](#)

**Date:** 10/20/2016 3:20:20 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Comcasts new terabyte cap is absolutely ridiculous. It's a monopoly that doesn't care about its consumers.

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**Ticket: # 1279022 - Comcast Data Cap**

**Date:** 10/20/2016 3:21:59 PM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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## **Description**

Comcast is a monopoly service provider of internet access in many regions of the United States. They provide a utility: in 2016 internet access is akin to power, running water, phone service, and others.

Setting fixed access, given that the need to access information will only increase over time, in addition to the data size of that information, is a blatant bait and switch denial of that basic utility which has been suddenly shrouded over millions of Americans with no oversight.

Duopolies in non-competition and monopolies are one of the hugely negative and unintended functions of the free market. It is the duty of government to keep these balances in check, as it stifles innovation and punishes every class of society in their attempts to access information freely and better themselves and their nation.

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**Ticket: # 1279177 - Comcast Data Caps concerns**

**Date:** 10/20/2016 4:06:45 PM

**City/State/Zip:** Northbrook, Illinois 60062

**Company Complaining About:** Comcast

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**Description**

Hello,

After recent announcement of Comcast's 1TB monthly cap, I feel largely concerned for the future of data use. I am a big internet user and I'm afraid of Comcast shortening the leash of data use year by year, until their monopoly on the ISP market reaches a point where there's a chokehold on internet usage. This business practice is not only harmful but it's also shocking. They are taking the profit driven approach. Comcast SHOULD give their customers unlimited data access for the fees they are paying. America is behind other country in public internet data usage, and these tactics don't help at all.

Thanks, and I hope you put an end to Comcast's harmful monopoly.

-Concerned Comcast user

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**Ticket: # 1279494 - Comcast Data Limits**

**Date:** 10/20/2016 5:49:51 PM

**City/State/Zip:** Spokane Valley, Washington 99206

**Company Complaining About:** Comcast

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## **Description**

I would like to see the FCC act in representation of the consumer and work towards not allowing ISPs to impose data limits upon their customers. In most areas, ISPs have a monopoly on the market and can make up whatever fees and charges that they want. The FCC is capable of standing up for the consumer and not allowing these practices to go further. A unrestricted and unmolested internet is vital in ensuring the open communication of ideas and information. Please stand on behalf of the consumer. Thank you.

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**Ticket: # 1279657 - Comcast Data Cap**

**Date:** 10/20/2016 6:48:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me notice they will start enforcing caps on data usage for my service. If I exceed 1TB of data usage in a month I will be charged \$10 per 50GB in data exceeded, up to \$200. Alternatively, I can pay \$50 for "unlimited data". My current service costs \$49.99 per month. Over the past few months I've averaged over 1TB in data usage. Effectively, if my usage trend continues, the cost of my service will double overnight. I find it unlikely that the cost of providing this service to me will have doubled overnight, and suspect this new pricing model is to encourage me to subscribe to their TV packages rather than stream content over their internet connection.

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[Ticket: # 1279875 - Data Caps don't make any logical sense.](#)

**Date:** 10/20/2016 8:52:39 PM

**City/State/Zip:** Reedley, California 93654

**Company Complaining About:** Comcast

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## **Description**

Comcast's new move of adding a 1 TB data limit to their internet users is completely wrong and truthfully should be illegal. There is no such thing as an internet shortage. Internet isn't a natural resource that is "running out". This is a plain and simple money grab and is screwing over millions of people. This is wrong. Please make them stop or help Google Fiber expand. Comcast is morally the worst company on earth.

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**Ticket: # 1279988 - Complaint regarding newly introduced data caps**

**Date:** 10/20/2016 10:07:06 PM

**City/State/Zip:** Tequesta, Florida 33469

**Company Complaining About:** Comcast

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## **Description**

I just received an E-mail from Comcast notifying me that I am now limited to 1 TB of data on my cable connection. This is completely unacceptable. Unfortunately, because of their monopoly in my area, I have no comparable choices, so I just have to accept it I guess. I have a 90 mbps down 12 mbps up connection through Comcast. I did some math, and assuming I did it correctly, a 1 TB/month cap at that speed means I can only use 0.003% of my connection. That hardly seems reasonable. Changes like this make it seem like technology is sliding backward. As technology advances, we should not be more limited with what we can do than we were a year ago. This is absolutely a cash grab by Comcast, and it should not be allowed. I urge the FCC to take action and prevent these greedy business practices.

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[Ticket: # 1280261 - Net Neutrality](#)

**Date:** 10/21/2016 9:32:57 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1280259 - Net Neutrality](#)

**Date:** 10/21/2016 9:32:38 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1280260 - Net Neutrality](#)

**Date:** 10/21/2016 9:32:47 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1280279 - Rise internet has 250gb usage caps](#)

**Date:** 10/21/2016 9:41:54 AM

**City/State/Zip:** Morgan, Utah 84050

**Company Complaining About:** Rise Broadband

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## **Description**

Rise internet, in Utah, has usage caps of 250gb, at least on our service. They make you pay \$3 extra for every 10gb after that. With netflix and gaming, it is easy to hit 250gb a month. Usage caps are ridiculous, and the FCC needs to ban them. They are extremely consumer anti-friendly.

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[Ticket: # 1280536 - Being lied to by Xfinity](#)

**Date:** 10/21/2016 11:43:50 AM

**City/State/Zip:** Hialeah, Florida 33010

**Company Complaining About:** Comcast

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## **Description**

Our business is a .com business that heavily relies on the internet, for the past three days our internet has been down and every single time I call xfinity/comcast they have lied to me about the problem they promise everyday it will be fixed even after I have asked them to be truthful because my staff is doing nothing without having internet and I am paying them for their time instead of sending them home because Xfinity/Comcast promises the problem will be fixed within hours. Day after day they promise the problem will be fixed within a few hours and nothing, the issue is not only that the internet is down for three days it is that they constantly lie about it and make our small business spend money with their deception. This is a standard practice by Xfinity/Comcast and its hurting my business.

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[Ticket: # 1281554 - Comcast 1TB data Cap](#)

**Date:** 10/21/2016 10:30:31 PM

**City/State/Zip:** Ferndale, Washington 98248

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping my internet data and with no other option as i live in an apartment complex I do not have a choice to change providers.

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**Ticket: # 1280651 - Huppins 8:30 blonde haired girl black mic, black apple and Huppins your going to spend less**

**Date:** 10/21/2016 1:30:04 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** Cable One

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## **Description**

Is that a threat Huppins, if so, you have proven my case  
sponge bobs, fancy pants army out of Colorado Springs who influence elections, banks,  
telecommunication companies while working for Oracle, Oracle retail in Colorado and Utah, Colorado  
Springs, Grand Junction, Grand River Canyon US Bank five star, Harrassers, FDIC insured, either  
fire them or audit their income tax returns, they have that accounting chu chu mentality

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[Ticket: # 1280668 - Comcast Internet Cap](#)

**Date:** 10/21/2016 1:37:30 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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### **Description**

I disagree with the internet cap, it is morally wrong and aimed at helping on the internet providers more money that they don't need.

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**Ticket: # 1280868 - Bandwidth Caps**

**Date:** 10/21/2016 3:12:31 PM

**City/State/Zip:** Seattle, Washington 98117

**Company Complaining About:** Comcast

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## **Description**

Hello,

Internet is a utility and should be classified as so. Comcast implementing bandwidth caps on usage is detrimental to innovation and usage of this utility. Internet has become part of daily life and should be treated the same way as electricity and water.

Thanks,

**(b) (6)**

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**Ticket: # 1280838 - Internet service is down****Date:** 10/21/2016 3:03:10 PM**City/State/Zip:** Denver, Colorado 80238**Company Complaining About:** Comcast

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**Description**

The consumer contact the FCC to file a complaint because her internet service is completely down. She stated that she last spoke to Comcast on Monday (10/17/2016). The Comcast technician responded to her home on 10/18/2016. The consumer has experienced intermittent service since March, 2016. She has placed multiple calls to Comcast. She was advised, when she last called, that she had placed six service calls to Comcast. She has not called today because she is so upset. The consumer stated that she is taking on line classes and stated that she will most likely have to withdraw due to the unreliability of Comcast's service. She stated that she has experienced service issues three times within the past two weeks. The consumer requested the service for which she pays. She stated that when the service works, she is able to use the service. However, the service continues to go down (completely), without any explanation. The consumer requests that Comcast immediately repair her service, provide appropriate credits, and provide the service for which she pays. She stated that she pays \$140.00 - \$150.00 per month, to Comcast... (She has phone, TV, and internet). The consumer further stated that the phone and TV services appear to be working at this time. However, the internet is completely down. The consumer stated that she is now late with a required school project and cannot submit this to her professor. She cannot even contact him because it has to be done on line. (The consumer was extremely upset and began to cry at this point). The consumer requested that Comcast get to the bottom of these outages and fix the service so this does not continue to happen. She stated that each time this happens, this service issue creates an separate service issue for her whole house audio system which has required her to spend thousands of dollars to have the audio company/techs continuously respond to her home to re-sync/re-start that particular equipment/get that equipment up and running again. The consumer has bills to confirm these expenditures. Techs have advised her that this continues to happen because the audio portion of the system goes out when her internet/WiFi goes out. This has required techs, from Listen-Up Sound, to come and restart her household system. Each time they respond, they bill her for the visit. These problems began in March when Comcast responded and installed a different cable box. She stated that the audio system then began experiencing problems. This is a system that came from a high-end audio store and she had this installed when she first moved in to her unit. The consumer has asked that Comcast reimburse her for these continued and required visits/technical problems due to the fact that they have failed to keep the internet up and running and provide her with the service for which she pays. The consumer stated that while the internet and WiFi are usually both out. The WiFi appeared to be on at one point. Today ....even though the consumer sees the error icon (Yellow triangle with an exclamation point (!) showing no internet connection, when she clicks on the icon, it shows "connected". However, the consumer cannot connect to the internet. She further stated that while the WiFi appeared to be working at one point today, this has never happened when the internet was down...on prior outages.

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[Ticket: # 1280882 - Comcast's data cap is unfair and anti-consumer](#)

**Date:** 10/21/2016 3:16:22 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Internet is a utility and should be classified as so. Comcast implementing bandwidth caps on usage is detrimental to innovation and usage of this utility. Internet has become part of daily life and should be treated the same way as electricity and water.

Thanks,

(b) (6)

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**Ticket: # 1281118 - Exede Internet Blocks Access to Minecraft servers**

**Date:** 10/21/2016 5:14:30 PM

**City/State/Zip:** Ridgefield, Washington 98642

**Company Complaining About:** Exede

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**Description**

3 weeks ago my ISP, Exede, blocked access to all Minecraft servers for all their customers. There was nothing communicated to the customers and no explanation. I called to trouble-shoot the issue as to why we could not connect and eventually one of the techs told me about that. They refuse to send me any information. This can't be legal, can it? I pay \$88 a month for this and they refuse to talk to me about it. The only thing they said I could do is email their legal department.

---

**Ticket: # 1281132 - Comcast open internet and smartphone interference**

**Date:** 10/21/2016 5:18:28 PM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** Comcast

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**Description**

I live in Gainesville, FL but have an apartment in Tallahassee, FL where I have internet service through Comcast/Xfinity. I believe that they are deliberately slowing down internet service when I try and access programming through their competitor's (DIRECTV) website. The video stops and buffers every few seconds. However, if I access the video stream directly through other websites (e.g. ESPN or TBS website), no buffering occurs and I get a high quality stream.

I also had another issue. I had an older model iPhone that was off contract, and whenever my phone connected to my Xfinity wifi in my apartment, the speakers on the phone stopped working. So I could not hear alerts or the phone ringing. Whenever I was no longer connected to the Xfinity wifi, the issue no longer occurred. This happened every time I connected to Xfinity wifi and no other time. Xfinity/Comcast may have been deliberately interfering with the functionality of my phone recognizing that I was off contract and eligible to upgrade.

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[Ticket: # 1281209 - Monopolistic behavior by Comcast](#)

**Date:** 10/21/2016 6:03:23 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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### **Description**

Comcast Communications has recently notified me of a "Terabyte Internet Data Usage Plan" wherein they will be limiting basic access to 1 terabyte per month. This limit is being unfairly applied to internet properties. Comcast only applies this limit to internet traffic that does not utilize Comcast owned web services.

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[Ticket: # 1281451 - Data Restrictions](#)

**Date:** 10/21/2016 8:37:56 PM

**City/State/Zip:** Stuart, Florida 34994

**Company Complaining About:** Comcast

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## **Description**

I was informed by my ISP provider that they will be implementing restrictions on my data. This is in direct violation of Net Neutrality. Please take the time to consider the consequences of allowing the monopoly to control how, when, and where United State Citizens can or cannot get access the public domain of the Internet.

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**Ticket: # 1281308 - Comcast 1TB Data Caps**

**Date:** 10/21/2016 7:00:02 PM

**City/State/Zip:** North Riverside, Illinois 60546

**Company Complaining About:** Comcast

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**Description**

I'm writing to discuss what I believe are unfair business practices performed by Comcast with their new limits on how much internet you are allowed to use. They are stating you can only use 1TB without paying extra. In their video describing what a Terabyte is, they make it seem like it is the most unobtainable item to reach, so why restrict it at all.

<https://www.youtube.com/watch?v=CE9OuNK-QWg>

Comcast also does not give you access to the data to prove you are using this much data either. I have business class monitoring systems that track bandwidth among other things and I am a full 100+GB away from where they say I am.

Comcast also allows their own services to not count towards this cap. This puts any other streaming service at a disadvantage and is exactly what net neutrality is all about.

Instead of stifling their customers they should be encouraging it's use and driving innovation like increased speeds to support and encourage the world to continue to create such amazing services and programs to use the internet.

Caps like this will only hurt growth and innovation for the United States.

We don't have other reasonable options in the area to supply our needs of internet.

Please help make internet bandwidth caps illegal.

---

[Ticket: # 1282059 - AT&T is rumored to acquire Time Warner.](#)

**Date:** 10/22/2016 3:14:08 PM

**City/State/Zip:** Paradise, California 95969

**Company Complaining About:** AT&T

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### **Description**

AT&T is rumored to be trying to acquire Time Warner. This is very unfair and a borderline monopoly if true. Please do not let them merge. This would give AT&T a extremely large dominance on cable internet.

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[Ticket: # 1282085 - Comcast data caps](#)

**Date:** 10/22/2016 3:46:52 PM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** Comcast

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### **Description**

It has come to my attention that comcast (my current service provider) intends to institute bandwidth caps that would negatively impact my residential internet service. This is a clear move to undermine net neutrality and must be investigated and stopped.

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**Ticket: # 1287390 - Re: [FCC Complaints] Re: ALLEGED COPYRIGHT INFRINGEMENT NOTIFICATION-INTERNET DISCONNECTED**

**Date:** 10/26/2016 6:58:17 AM

**City/State/Zip:** Owings Mills, Maryland 21117-3384

**Company Complaining About:** Verizon

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## **Description**

This is a follow-up to your previous request #1108417 "ALLEGED COPYRIGHT INFRINGEMENT..."

Good morning:

My apologies for the late response. Yes, it has been resolved and my internet has been restored. I'd like to say thank you to you and all that were involved in advocating for the consumer.

Best Wishes,

(b) (6)

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[Ticket: # 1294321 - Net Neutrality](#)

**Date:** 10/31/2016 8:14:45 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1297745 - Comcast usage caps](#)

**Date:** 11/1/2016 10:19:14 PM

**City/State/Zip:** Chicago, Illinois 60656

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## **Description**

The caps are nothing more than a cash grab. There is no financial or technical justification for them, as both independent experts and Comcast's own documents have shown. Comcast exempts their own traffic from the cap, but subject the competition to it. Netflix, Amazon Prime, iTunes, Hulu, Google Play et al are all subject to the cap. This is about as clear a conflict of interest as there is. The most logical thing to do is force Comcast to split the Internet and cable divisions apart, then have Comcast explain to shareholders of the Internet stock why cable TV customers don't have to pay for data usage.

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**Ticket: # 1308969 - Re: AT&T U-Verse Debited Bank Account for \$508.21 without Permission**

**Date:** 11/9/2016 3:51:48 PM

**City/State/Zip:** San Antonio, Texas 78240

**Company Complaining About:** AT&T

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## **Description**

The consumer called back on today's date and requested to file a follow-up/Rebuttal to her original complaint, ticket # 1168091. The consumer stated that she never authorized the charge in question to be taken, automatically, from her account. Therefore, AT&T should have reimbursed these funds!

She stated that she was advised that the equipment installer, John, had indicated that they would debit the amount of \$1.99 just to make certain that they had a valid bank account to install the services .

She further stated that she did not have any service in May when she was told service was installed and working.

She stated she paid the \$62.83 as shown in the response, for this ticket and then paid \$135.00 in October. She has now been advised that she must pay over \$180.00 .

The consumer stated that she has called AT&T rep, Sandra Dyson seven times without any return call.

The consumer requested that Ms. Dyson call her back to discuss and resolve these constant billing issues

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**Ticket: # 1321806 - Re: [FCC Complaints] Re: Advertising emails that don't stop**

**Date:** 11/19/2016 11:54:42 AM

**City/State/Zip:** Apopka, Florida 32712

**Company Complaining About:** Centurylink

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## **Description**

This is a follow-up to your previous request #1237686 "Advertising emails that don..."

Hi, I now get advertising emails about Costco Gift Cards, Medicare offers and Free Credit Reports from google email address that is like this ownername.canned-responce@gmail.com I need to reopen this case and add this to the case.

Thank You and have a great day.

From: FCC <consumercomplaints@fcc.gov>

(b) (6)

Sent: Friday, October 7, 2016 6:28 PM

Subject: [FCC Complaints] Re: Advertising emails that don't stop

#yiv3209716992 table td {border-collapse:collapse;}#yiv3209716992 body .filtered99999  
.yiv3209716992directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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[Ticket: # 1340779 - internet for my computer](#)

**Date:** 12/6/2016 8:57:50 AM

**City/State/Zip:** Middle River, Maryland 21220

**Company Complaining About:** Comcast

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**Description**

my computer will not let me look up info for school work

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**Ticket: # 1329801 - Re: Request updated: XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 11/27/2016 11:26:51 PM

**City/State/Zip:** Plymouth, Michigan 48170

**Company Complaining About:** T Mobile

---

## **Description**

This is a follow-up to your previous request #953070 "(b) (6)" complaint re..."

My Gmail was out of commission for a while so I don't know if you sent any messages after this one. I never was contacted by T-Mobile.

For four years I have been paying for supposedly unlimited high-speed data, but they have not been living up to their end of the deal.

I have heard that they have recently been assessed a large fine for this practice. Is there any kind of class-action suit associated with this?

Or may I take action myself?

Please send any information you can, and thank you for your time.

---

[Ticket: # 710539 - Comcast](#)

**Date:** 12/15/2015 10:18:58 PM

**City/State/Zip:** Biddeford, Maine 04005

**Company Complaining About:** Time Warner

---

### **Description**

Seriously, you guys know the deal. They suck. They are greedy. They are running a monopoly. Put a stop to it.

---

[Ticket: # 713439 - Comcast data usage plans](#)

**Date:** 12/17/2015 10:19:06 AM

**City/State/Zip:** Margate, Florida 33068

**Company Complaining About:** Comcast

---

### **Description**

Get Comcast to remove the data usage plan please. It's not economical and the internet should be a limitless way of accessing the world from your home.

---

**Ticket: # 713398 - Comcast Data Usage Policy**

**Date:** 12/17/2015 9:52:16 AM

**City/State/Zip:** Sunrise, Florida 33323

**Company Complaining About:** Comcast

---

## **Description**

Currently we have the Xfinity Triple Play deal with Comcast where we have TV, Voice and Internet service. We have the following services: Digital Premier (TV), Extreme 105 (Internet) and Unlimited Select (Voice). Our monthly Comcast bill comes out to approximately \$220. because we live in an apartment complex, we are not receiving the total amount of internet speed we are paying for. At most, we are receiving 70-75 mbps instead of the 105 mbps we are supposed to have.

Recently Comcast introduced a data usage policy where they provide 300GB of data each month. Anything over that, customers are to be billed \$10 for every block of 50GBs used. If you use 49GBs extra, you are charged \$10. If you use 1GB extra, you are charged \$10. It does not matter if you are paying already exorbitant amounts of money for their highest internet or their lowest. It's all the same. This is after a three month "grace" period. My grace period ended this month. Now I have to pay an additional \$30-\$35 for "unlimited" data plan. This is the message I received in my "Data Usage" meter: "You have just used your third and final monthly courtesy overage. The next time you exceed your monthly data usage plan, you will be charged \$10.00 for each 50GB of additional data provided."

My family are competitive gamers. This is why we went with the high speed internet. They are using in excess of 400 GB of data a month. This is something they are looking to make a career out of. I should not have to pay additional for unlimited data when I have their TV service as well. I understand that this may be to offset the numerous consumers leaving traditional TV service for streaming services such as Hulu, Netflix or Google Play. Why is Comcast penalizing their customers who also have TV service with them as well? this is another way for them to make money off of hardworking Americans.

---

[Ticket: # 1335513 - Comcast injecting popups into webpages](#)

**Date:** 12/1/2016 2:30:47 PM

**City/State/Zip:** Ashburn, Virginia 20147

**Company Complaining About:** Comcast

---

## **Description**

Comcast is injecting pop ups into the HTML of my web traffic. They are clearly hijacking my connection to the internet to inject these popups and if they can inject code into my traffic (which alone violates the CFAA), they can also read everything I am sending to the website (passwords, banking information, etc), or even change the data that the website is sending back! This is NOT OK! I should not have to use something like the Tor Browser just to feel safe checking my email on what I thought was my secure home connection. Also Comcast is technically committing copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work).

Best regards, (b) (6)

---

[Ticket: # 1440794 - access to high speed internet at reasonable prices](#)

**Date:** 2/7/2017 1:23:51 PM

**City/State/Zip:** Poplarville, Mississippi 39470

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458595 - Net Neutrality](#)

**Date:** 2/16/2017 8:47:12 AM

**City/State/Zip:** Goleta, California 93117

---

**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458615 - Net Neutrality Comment](#)

**Date:** 2/16/2017 8:50:23 AM

**City/State/Zip:** Eugene, Oregon 97405

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1441487 - Net Neutrality Comment](#)

**Date:** 2/7/2017 3:50:03 PM

**City/State/Zip:** Minneapolis, Minnesota 55407

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1465514 - Net Neutrality Comment](#)

**Date:** 2/21/2017 10:18:48 AM

**City/State/Zip:** Ventura, California 93004

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1480630 - Open Internet Comment](#)

**Date:** 3/1/2017 8:05:05 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1480632 - Internet-Availability](#)

**Date:** 3/1/2017 8:05:34 AM

**City/State/Zip:** Ukiah, California 95482

---

**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1480634 - Net Neutrality Comments](#)

**Date:** 3/1/2017 8:06:07 AM

**City/State/Zip:** Syracuse, New York 13214

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1432226 - Poptropica is blocked by your policy and it should not be](#)

**Date:** 2/2/2017 3:05:12 PM

**City/State/Zip:** N/a, Nebraska 00000

---

### **Description**

Under your act passed in 2000, the website poptropica is blocked. Poptropica is a game I've been playing since I was five years old. I am now in high school and am wanting to play it but all the networks in my area follow your policy therefore I cannot. Poptropica is the epitome of a harmless fun website. Other sites like it are beginning to be shut down and I would like to enjoy it while it still exists. Please consider this request on behalf of most high school students and revise the cipa. Thank you.

---

[Ticket: # 1432461 - net neutrality](#)

**Date:** 2/2/2017 4:05:12 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1453735 - Supporter for Net Neutrality](#)

**Date:** 2/14/2017 9:17:59 AM

**City/State/Zip:** Covelo, California 95428

**Company Complaining About:** Comcast

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## **Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458600 - Net Neutrality](#)

**Date:** 2/16/2017 8:48:01 AM

**City/State/Zip:** Lexington, Kentucky 40503

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458601 - Net Neutrality](#)

**Date:** 2/16/2017 8:48:11 AM

**City/State/Zip:** Lexington, Kentucky 40509

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467868 - Net Neutrality Comment](#)

**Date:** 2/22/2017 9:01:30 AM

**City/State/Zip:** New York, New York 10010

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1439502 - net neutrality](#)

**Date:** 2/6/2017 7:45:13 PM

**City/State/Zip:** St Petersburg, Florida 33706

---

**Description**

I am against rolling back net neutrality. This action will hurt the consumer and enrich large corporations. Thee FCC is funded by the American taxpayer and should serve citizens not corporations

---

[Ticket: # 1440355 - Internet Complaint](#)

**Date:** 2/7/2017 11:46:54 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1440754 - Net Neutrality](#)

**Date:** 2/7/2017 1:18:30 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1440756 - Open Internet Comment](#)

**Date:** 2/7/2017 1:18:48 PM

**City/State/Zip:** Chicago, Illinois 60660

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1440761 - Open Internet Comment](#)

**Date:** 2/7/2017 1:19:06 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1440762 - Open Internet Comment](#)

**Date:** 2/7/2017 1:19:29 PM

**City/State/Zip:** Astoria, New York 11103

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1441056 - Complaint Against Ajit Pai**

**Date:** 2/7/2017 2:07:15 PM

**City/State/Zip:** Gautier, Mississippi 39553

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## **Description**

(b) (6) abusing his position as FCC chairman, is making short-sighted strikes at net neutrality; firstly, he prohibited nine companies from providing discounted internet service to families with low income. In the U.S. we already pay more for the internet, which has become a necessity much like gas and electricity, than other first world nations, but to attack net neutrality is to attack freedom of speech and the exchange of information to a broad audience, ensuring engaged and informed citizens vital to a democracy. It does not do well for us to consistently fall behind other first and second world countries.

---

**Ticket: # 1442651 - public carrier status of internet**

**Date:** 2/8/2017 7:54:44 AM

**City/State/Zip:** Saunderstown, Rhode Island 02874

**Company Complaining About:** Free.fr

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## **Description**

You got 2.9 million comments favoring an open internet last year. What makes you think that the users are now interested in enriching the CEOs of media conglomerates?

Resist Pai! Misplace his paperwork. Misdirect his phone calls. Spill coffee on his paperwork. And keyboard. Randomize his appointments. You do NOT have to help him destroy the internet! Sit idly by, performing useless bureaucratic tasks. See that he misses deadlines. Insert typos into his data. Connect his phone to the wrong people. Jumble his hard disk. Put whiskey in his coffee. Deflate his tires. Give him a blow job and tell the press. Be creative!

---

[Ticket: # 1458611 - Net Neutrality](#)

**Date:** 2/16/2017 8:49:42 AM

**City/State/Zip:** Palm Desert, California 92260

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1482942 - Net Neutrality Comment](#)

**Date:** 3/2/2017 9:48:04 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478398 - Net Neutrality Consumer Comment](#)

**Date:** 2/28/2017 10:14:31 AM

**City/State/Zip:** San Jose, California 95124

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1451403 - Net Neutrality](#)

**Date:** 2/13/2017 8:44:02 AM

**City/State/Zip:** Iowa City, Idaho 52244

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1482943 - Comment Net Neutrality Comment](#)

**Date:** 3/2/2017 9:48:17 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1453789 - Open Net Neutrality Comment](#)

**Date:** 2/14/2017 9:27:04 AM

**City/State/Zip:** Roundup, Montana 59072

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1454985 - Net Neutrality](#)

**Date:** 2/14/2017 3:36:38 PM

**City/State/Zip:** Long Island City, New York 11101

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458561 - Supporter for Net Neutrality](#)

**Date:** 2/16/2017 8:41:11 AM

**City/State/Zip:** Syracuse, New York 13214

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458609 - Do not support Net Neutrality](#)

**Date:** 2/16/2017 8:49:22 AM

**City/State/Zip:** Santa Barbara, California 93105

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458560 - Supporter for Net Neutrality](#)

**Date:** 2/16/2017 8:40:58 AM

**City/State/Zip:** Syracuse, New York 13214

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1458599 - Net Neutrality](#)

**Date:** 2/16/2017 8:47:52 AM

**City/State/Zip:** Lexington, Kentucky 40509

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1465600 - Net Neutrality](#)

**Date:** 2/21/2017 10:37:48 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1467872 - Net Neutrality Comment](#)

**Date:** 2/22/2017 9:02:05 AM

**City/State/Zip:** New York, New Hampshire 10011

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467874 - Net Neutrality Billing](#)

**Date:** 2/22/2017 9:02:31 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467833 - Open Internet Comment](#)

**Date:** 2/22/2017 8:54:48 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467834 - Internet-Availability](#)

**Date:** 2/22/2017 8:55:00 AM

**City/State/Zip:** Metuchen, New Jersey 08840

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467858 - Net Neutrality](#)

**Date:** 2/22/2017 8:59:53 AM

**City/State/Zip:** Brooklyn, New York 11225

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1467861 - Net Neutrality Comment](#)

**Date:** 2/22/2017 9:00:28 AM

**City/State/Zip:** Mount Dora, Florida 32757

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1465595 - Net Neutrality](#)

**Date:** 2/21/2017 10:37:09 AM

**City/State/Zip:** St. Paul, Minnesota 55114

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1465512 - Net Neutrality](#)

**Date:** 2/21/2017 10:18:37 AM

**City/State/Zip:** Syracuse, New York 13214

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1465596 - Open Internet](#)

**Date:** 2/21/2017 10:37:18 AM

**City/State/Zip:** Lake Havasu City, Arizona 86406

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1465583 - Verizon is billing for high speed internet](#)

**Date:** 2/21/2017 10:35:31 AM

**City/State/Zip:** Manchester, New Jersey 08759

**Company Complaining About:** Verizon

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## **Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1467830 - Open Internet Comment](#)

**Date:** 2/22/2017 8:54:13 AM

**City/State/Zip:** Kirkville, New York 13082

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1467918 - Net Neutrality**

**Date:** 2/22/2017 9:22:10 AM

**City/State/Zip:** Brooklyn, New York 11238

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1468530 - Net Neutrality](#)

**Date:** 2/22/2017 1:33:07 PM

**City/State/Zip:** Spokane, Washington 99208

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1470201 - Net Neutrality](#)

**Date:** 2/23/2017 9:16:39 AM

**City/State/Zip:** Lawndale, California 90260

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1470893 - Re: \[FCC Complaints\] Re: Re: \[FCC Complaints\] Re: Advertising emails that don't stop](#)

**Date:** 2/23/2017 1:39:16 PM

**City/State/Zip:** Apopka, Florida 32712

**Company Complaining About:** Centurylink

---

## Description

This is a follow-up to your previous request #1321806 "Re: [FCC Complaints] Re: Ad..."

Hi, this spam advertising problem has started again and I've getting one or two emails a day (except weekends) for the past month. It appears this time it comes from (b) (6) most has to do with fake news stories about famous USA celebrities. I report them as "phishing scams" because they try to get my login information and put malware to track my every move on all my browsers in the process. This garbage has got to stop right now again, and I figured that I needed to add this information to this ticket. Thank You.

From: FCC <consumercomplaints@fcc.gov>

(b) (6)

Sent: Friday, December 9, 2016 3:27 PM

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Advertising emails that don't stop

#yiv6308398191 table td {border-collapse:collapse;}#yiv6308398191 body .filtered99999  
.yiv6308398191directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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[Ticket: # 1488364 - stop messing with internet access](#)

**Date:** 3/6/2017 8:58:53 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1474825 - net neutrality**

**Date:** 2/25/2017 1:11:52 PM

**City/State/Zip:** San Tan Valley, Arizona 85140

**Company Complaining About:** World Financial Group

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## **Description**

to whom it may concern: net neutrality is an expression of free speech and must be protected at all costs. the recent move to dismantle net neutrality is a mistake and must be stopped. let it be known that i strongly oppose this policy and request the support of the fcc to serve us, tax-paying citizens, as is its obligation. thank you.

---

**Ticket: # 1490548 - Net Neutrality Supporter**

**Date:** 3/7/2017 9:07:48 AM

**City/State/Zip:** Kirkville, New York 13082

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1476318 - Keep the internet open](#)

**Date:** 2/27/2017 11:35:26 AM

**City/State/Zip:** Lowell, Massachusetts 01915

---

### **Description**

Stop trying to ruin the internet. Net neutrality regulations are critical to a free and open internet. The internet has become the primary mode of information communication today. It does not matter that their requirements cost businesses money.

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[Ticket: # 1490552 - Supporter of Net Neutrality](#)

**Date:** 3/7/2017 9:08:41 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478380 - Net Neutrality Comments/Free Speech](#)

**Date:** 2/28/2017 10:11:15 AM

**City/State/Zip:** Rochester, New York 14620

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1490555 - Net Neutrality](#)

**Date:** 3/7/2017 9:09:16 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478376 - Net Neutrality Comments](#)

**Date:** 2/28/2017 10:10:20 AM

**City/State/Zip:** Cannon Falls, Minnesota 55009-4112

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478405 - Net Neutrality Consumer Comment](#)

**Date:** 2/28/2017 10:15:30 AM

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

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478406 - Net Neutrality Consumer Comment](#)

**Date:** 2/28/2017 10:15:41 AM

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

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1478407 - Net Neutrality Consumer Comment](#)

**Date:** 2/28/2017 10:15:51 AM

**City/State/Zip:** Prairie Villages, Kansas 66208

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1482913 - Supporter of Net Neutrality](#)

**Date:** 3/2/2017 9:43:17 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

---

**Ticket: # 1484658 - Re: [FCC Complaints] Re: Internet service**

**Date:** 3/2/2017 7:25:07 PM

**City/State/Zip:** Rockbridge, Ohio 43149

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #1207455 "Internet service"

We are experiencing issues with Frontier, having to restart our modem an average of 3 times a day. This past week when I called Frontier they suggested a write a letter to the president of Frontier. They had a link hidden on their website. I sent the email to (b) (6) over a week ago, it was not even acknowledged. I see where the state attorney general in New York has filed a lawsuit against them. Our state attorney general is Republican and I doubt seriously they would do anything against any big corporation.

Our issue did get better for about 6 weeks after they promised to put us on a bigger switch or a line that was less crowded, I guess that switch or line is now over capacity as well as we continue to lose service multiple times a day. We pay \$84 a month for phone and internet at our business and \$55 for our home phone and internet. We tried to cancel our business phone and use straight talk with a lot more options like call forwarding and voice mail that a business line should include, but then Frontier said our internet would go up to \$80 a month plus taxes. We were going to do it anyway, but the wireless modem we purchased to use with Straight Talk did not have a strong enough signal in our area. We really have no other choices, Frontier is a monopoly and they refuse to upgrade the service in our area so that we get what we are paying for. The phone service (land lines) are actually overall good and they work most of the time, they however include no features and when we try to add a feature, Frontier adds exorbitant fees.

We are not complaining so much about the prices but we friends in the town next door that have AT&T Internet and they pay \$19.95 a month and it works well, is much faster, and a lot more dependable. Our complaint is we are not getting the service we are paying for and this has been an ongoing problem for over two years. Please help!

Thank you,

(b) (6)

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[Ticket: # 1502838 - Net Neutrality](#)

**Date:** 3/13/2017 6:04:22 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1488363 - net neutrality](#)

**Date:** 3/6/2017 8:58:38 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1494125 - Net Neutrality Comment](#)

**Date:** 3/8/2017 3:33:54 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1490558 - Net Neutrality](#)

**Date:** 3/7/2017 9:09:53 AM

**City/State/Zip:** Ukiah, California 95482

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1490569 - Net Neutrality](#)

**Date:** 3/7/2017 9:13:16 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1491811 - Net Neutrality](#)

**Date:** 3/7/2017 4:02:03 PM

**City/State/Zip:** Bellingham, Washington 98229

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1493382 - stop blocking access to a vital and necessary resource](#)

**Date:** 3/8/2017 12:10:52 PM

**City/State/Zip:** Momence, Illinois 60954

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1494118 - Supporter of Net Neutrality](#)

**Date:** 3/8/2017 3:32:59 PM

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1502834 - Net Neutrality](#)

**Date:** 3/13/2017 6:03:54 PM

**City/State/Zip:** Los Altos Hills, California 94022

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1558448 - protect net neutrality](#)

**Date:** 4/11/2017 8:40:21 AM

**City/State/Zip:** Kirkville, New York 13082

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1544972 - net neutrality](#)

**Date:** 4/4/2017 9:59:49 AM

**City/State/Zip:** Kirkville, New York 13082

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1544996 - Request to keep internet rules the same](#)

**Date:** 4/4/2017 10:03:39 AM

**City/State/Zip:** Glens Falls, New York 12801

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1556020 - Net Neutrality](#)

**Date:** 4/10/2017 7:53:21 AM

**City/State/Zip:** Spokane, Washington 99202

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 631800 - Closed Captions or subtitles on the internet](#)

**Date:** 11/3/2015 9:22:37 PM

**City/State/Zip:** Max Meadows, Virginia 24360

**Company Complaining About:** Citizens

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### **Description**

Star Trek is going to have a new series in January of 2017 on the CBS all access video streaming service for \$5.99 a month. Will the episodes have closed captions or subtitles?

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[Ticket: # 1564747 - Open Internet](#)

**Date:** 4/13/2017 2:52:22 PM

**City/State/Zip:** Ladson, South Carolina 29456

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1564765 - Net Neutrality Comment](#)

**Date:** 4/13/2017 2:55:08 PM

**City/State/Zip:** Ladson, South Carolina 29456

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1571456 - open internet makes America great](#)

**Date:** 4/18/2017 8:22:43 AM

**City/State/Zip:** Austin, Texas 78763

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 1576158 - Net Neutrality Comment](#)

**Date:** 4/20/2017 7:45:13 AM

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1579576 - Protect Net Neutrality!**

**Date:** 4/21/2017 1:13:06 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Net neutrality is the First Amendment of the Internet, the principle that Internet service providers (ISPs) treat all data equally. As an Internet user, net neutrality is vitally important to me. The FCC should use its Title II authority to protect it.

Most Americans have only one choice for truly high speed Internet: their local cable company. This is a political failure, and it is an embarrassment. America deserves competition and choice.

Without net neutrality, a bad situation gets even worse. These ISPs will now be able to manipulate our Internet experience by speeding up some services and slowing down others. That kills choice, diversity, and quality.

It also causes tremendous economic harm. If ISPs can speed up favored services and slow others, new businesses will no longer be able to rely on a level playing field. When ISPs can slow your site and destroy your business at will, how can any startup attract investors?

My friends, family, and I use the Internet for conversation and fun, but also for work and business. When you let ISPs mess with our Internet experience, you are attacking our social lives, our entertainment, and our economic well being. We won't stand for it.

ISPs are opposing Title II so that they can destroy the FCC's net neutrality rules in court. This is the same trick they pulled last time. Please, let's not be fooled again. Title II is the strong, legally sound way to enforce net neutrality. Use it.

Mike

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[Ticket: # 1579706 - My son can't do his work](#)

**Date:** 4/21/2017 1:48:27 PM

**City/State/Zip:** Lincoln, Nebraska 68507

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### **Description**

My son can't do his work because of on this one website I believe is called debate.org he can't go on to. they are doing an argumentative essay in class and he was trying to go on this website to figure out counter arguments to his topic because his teacher told him to. Please fix this.

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[Ticket: # 1593837 - Open Internet](#)

**Date:** 4/28/2017 9:17:59 AM

**City/State/Zip:** Lexington, Kentucky 40514

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1593838 - Open Internet](#)

**Date:** 4/28/2017 9:18:08 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1593839 - Open Internet](#)

**Date:** 4/28/2017 9:18:17 AM

**City/State/Zip:** Royal Oak, Michigan 48073

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1597525 - Open Internet](#)

**Date:** 5/1/2017 8:28:52 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1597527 - Open Internet](#)

**Date:** 5/1/2017 8:29:10 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1593842 - Open Internet](#)

**Date:** 4/28/2017 9:18:48 AM

**City/State/Zip:** Santa Rose, California 95401

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 1594211 - Open Internet](#)

**Date:** 4/28/2017 11:23:59 AM

**City/State/Zip:** Royal Oak, Michigan 48073

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**Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 733069 - HBO Go service not available on PS4**

**Date:** 12/31/2015 10:05:30 PM

**City/State/Zip:** Laurel, Mississippi 39443

**Company Complaining About:** Comcast

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### **Description**

I subscribe to HBO through Comcast. I found out that the PS4 has an application to watch HBO Go content. However, Comcast refuses to make this content available on Sony platforms (i.e. PS3, PS4) for some reason.

This is content that I pay for every month, and I am being blocked from accessing it.

---

**Ticket: # 733196 - Comcast 300gb internet cap restriction**

**Date:** 1/1/2016 1:27:40 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am a 100% disabled 60 year old widow living on a tightly fixed income. I had to reduce my Comcast cable pkg because it just kept getting higher and higher. I now receive minimal TV stations and the Internet. I was recently hospitalized and it was up to me to download my medical records, surgeons notes, and test results. Most of my bills are electronic which I download and print so I can keep track of them. When I need an appointment with my dr. I have to self-schedule and print it off. I use the Internet for senior citizen activities, read Ebooks, watch documentaries not available on my minimal TV stations. I use the Internet for renewing my license, printing proof of auto insurance as well as the policy. It is not correct when so many gov agencies and businesses are requiring an individual to use the Internet to download documents, submit documentation, etc the cable company takes advantage of their subscribers. Many people are trying to improve themselves via on-line courses that require downloading. Children are home schooled. For the home bound disabled the Internet is our opportunity to gain knowledge, pass the time, develop new interests, enhance our skills by watching YouTube. Please stop Comcast price gouging.

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**Ticket: # 733508 - Usage Cap**

**Date:** 1/1/2016 12:23:09 PM

**City/State/Zip:** Northport, Alabama 35473

**Company Complaining About:** Comcast

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### **Description**

Just found out I have a usage cap this month on my Comcast internet. Been a Comcast internet user for 10+ yrs. I know when I started service I had no cap. I was not informed of a cap since. Made aware of all this when received email that I had use 90% of my data for the month. First time I have ever received this. If i go over its \$10 for ever 50 gig I use. Is this legal? Im limited to internet provider where I am. But this miss-treatment is making me consider totally cutting Comcast internet services out

---

**Ticket: # 733696 - Xfinity/Comcast internet**

**Date:** 1/1/2016 3:59:46 PM

**City/State/Zip:** Milwaukie, Oregon 97267

**Company Complaining About:** Comcast

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## **Description**

In July of 2015 We moved from West Linn, Oregon to Milwaukie, OR. I knew that it would take some time to actually start service at the new house but the process was VERY frustrating and deceptive. We had a cable modem and external Wi-Fi router that kept failing(recommended equipment by Comcast) that we had purchased from a 3rd party. I called Customer service on several occasions and was transferred several times.

First call the tech helped me reset my modem and router to no avail. She told me to lease a modem from Comcast otherwise they would not guarantee the connection or speed. She said if I bought a different modem from Best buy it would work.... No it did not help... So we set up a home service call for 3 days later. I called at noon to find out when they were coming because the window of time was closing. OOOPS no record of call or appointment on file.

We set yet ANOTHER APPOINTMENT 3 days later. Tech call 3 I got transferred to a tier 2 worker in the US. He walked through some of the same processes and finally admitted that the modem from Comcast lease would be the only viable option because their techs will not work on a 3rd party modem. so I went down to the local Comcast office a second time... the first time they gave me a list of the brands and type of modems that are Comcast recommended. This time they gave me a large desktop modem that is working, but is spotty. A 3rd party speed test on my modem shows 8-12MBPS Comcast Speed test show 50MBPS. So I had their tech come out anyway because they said it was a problem outside of the house. He showed up and it tested fine, however I am held captive by a leased modem. I prefer to own because I want less monthly expenses.

NOW ISSUE... My bill was 39.99 in July after I moved here. 2 months later it was raised to 59.00 now it is 79.00 all in less than 6 months. When I called they told me that a promotion had ended and they were doing me a favor by adding cable TV to lower the bill yo 59.00 PLUS monthly fees and modem lease. Basically not saving me any money but costing more. The customer service is horrible and they are insulting and many times it takes 30 minutes just to get to the right person that is supposed to solve my issues. The monopoly in this market is horrible and Comcast should be fined for the amount time and money I have spent trying to get my household connected! There are many times I have called and spoke with a computer only... however when the want a late payment they have no problem getting a hold of my. Also... the one service call that was made to my house was supposed to be their problem and they charged me. I spent an hour on the phone and got them to reverse the charge on the "next bill" but it did not happen until I got a call a month later for a late payment. I was expecting the credit, but instead I got threats of disconnect.

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[Ticket: # 733697 - Comcast Data Cap](#)

**Date:** 1/1/2016 4:00:40 PM

**City/State/Zip:** Atlanta, Georgia 30317

**Company Complaining About:** Comcast

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## **Description**

Comcast's newly enforced 300GB data limit is a serious challenge in our household. We have configured our home to be integrated with many online services, including security, entertainment, cloud backup services and telecommuting to my United States Air Force Reserve duty. This new limit will cause us to constantly evaluate our data usage and perhaps turn off online services in order to avoid overages. I understand that Comcast's own streaming video services are exempt from the limit, which doesn't sound like it meets the intent of the net neutrality regulations.

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**Ticket: # 733828 - Internet pornography**

**Date:** 1/1/2016 7:37:28 PM

**City/State/Zip:** Topeka, Kansas 66605

**Company Complaining About:** Other

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## **Description**

Freedom of speech is a Constitutional Right in the United States. This open our freedom to communicate, write protest and assemble. All these things are good, but whenever someone communicates they should relate their speech in context to the original jurisprudence which it was written back in 1776.

What is strange about pornography is there are three elements of rights which are combined to make the whole act free. One is the freedoms between the publisher and the model, the second is the model and the public and the third is the market system, so the act is more complicated than protest or publishing news and it really doesn't have any roots to what Thomas Jefferson's and our other for-fathers had in mind when they included Freedom of Speech into our US Constitution. I was born after this was legalized and I still can not believe the Supreme Court first made it legal. I sometimes wonder how many times Thomas Jefferson rolled over in his grave when his efforts were taken out of context and made into what they are today. I am honored to live under the Constitution he created and to have the ability to write you, the FCC and exercise my speech freedoms. Thomas Jefferson, This one is for you. I don't care what the Supreme Court has legalized, because I know what you and the others meant when they made speech free and I know where they came from and what they had to endure to get to and make a free world. I totally believe that pornography is unconstitutional and should be banned from the internet, because it isn't included into the sub-scripts which Freedom of Speech supports, like religion, peaceful assembly and news. Please prohibit these companies from publishing this material on the internet.

Thank you,

(b) (6)

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[Ticket: # 734022 - CNN website \(cnn.com\) ad is too loud](#)

**Date:** 1/2/2016 2:54:07 AM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** AT&T

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## **Description**

The ad over CNN.com is much much louder than regular video program.

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[Ticket: # 734098 - response times on broadband, not enough server space at peak times](#)

**Date:** 1/2/2016 11:38:25 AM

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

**Company Complaining About:** Time Warner

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## **Description**

I cannot reach my server TWC at times of peak usage ( school is closed ) constantly told by tech support they sped up signal, which I know is not true

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[Ticket: # 734122 - open internet](#)

**Date:** 1/2/2016 12:21:57 PM

**City/State/Zip:** Queens Village, New York 11429

**Company Complaining About:** Microsoft Xbox One

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## **Description**

Xbox one does not provide open internet. Consumers are not allowed to have their own server to play games and use apps and connect with each other. Why provide wire card and Internet port but do not allow the consumer to use it unless they pay a monthly subscription. Some games require you to pay an additional subscription to do the same. I believe the consumer should have the choice to use their services if they want but also they should not be restricted either.

---

[Ticket: # 734151 - Internet is fine until I even try to load a netflix page \(not even streaming\)](#)

**Date:** 1/2/2016 12:54:02 PM

**City/State/Zip:** Franklin, North Carolina 28744

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier Internet... internet works just fine with \*absolutely\* no problem until I attempt to navigate to netflix.com. As soon as the page tries to load, the connection is severed and the modem has to renegotiate the protocols and connect to Frontier (ISP). I can't even get to stream any shows, the problem starts as soon as I try to go to netflix. I can go all day long with absolutely NO problems but as soon as I type netflix.com into the browser, the internet goes out.

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**Ticket: # 734152 - Bandwidth Caps****Date:** 1/2/2016 12:54:06 PM**City/State/Zip:** Shreveport, Louisiana 71105**Company Complaining About:** Comcast

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**Description**

Comcast has started bandwidth caps in my service area (Shreveport, LA). While I am against this in principal it has now made me afraid to use my internet service. My wife and I have transitioned to streaming services for tv and movies. I also work from home via the internet and purchase and download video games, movies, and music. As an example, one game (halo 5) was 60gb. So purchasing 1 game uses a 5th of my bandwidth cap. All gaming services are moving to digital purchases. Even buying a physical copy of a game often requires large patches or updates, not the mention updating the operating system. There are also updates for the operating system of computers/laptops, phones, tablets, etc. If you add browsing, work related internet, streaming television along with the above you can see how it would be easy to legitimately get to the supposedly high bandwidth cap without much trouble.

Another issue is that this is not a physical service being provided (water or gas), this is data. There is no reason to impose this cap other than to extort money out of cord cutters. If you need any example of this look at any city with municipal fiber or a google fiber rollout area and see what the cable isp did with their supposedly limited service. I've seen posts of customers getting their bandwidth increased from 30 mbps to 200 mbps for free just because a competitor came close to their service area. This is nothing more than an attempt to keep profits up as people shift away from paying for cable service they don't use to streaming services.

These cable companies should not be able to hold a monopoly on service like they do. We don't have any legitimate options to choose from here so all I can do is pay whatever they charge me and file a complaint.

The biggest issue I have is that if you watch any streaming video from Comcast's streaming service (I think its called X1) that video does NOT count towards your bandwidth cap. Comcast is trying to fight competition and limit consumers options by scaring them into not using their internet or penalize them for actually using it.

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[Ticket: # 734505 - Comcast data caps](#)

**Date:** 1/2/2016 8:03:16 PM

**City/State/Zip:** Oakland, Tennessee 38060

**Company Complaining About:** Comcast

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## **Description**

I've already signed a petition but just found out how to file a complaint. I have Comcast xfinity and started getting messages online about exceeding our Internet limit. I was almost positive it was a pop up ad or virus, until I got our bill and was charged \$20 for going over data limits. They didn't send an email or letter to let us know they just started enforcing it and charging.

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[Ticket: # 734874 - Comcast data cap](#)

**Date:** 1/3/2016 1:42:57 PM

**City/State/Zip:** Evans, Georgia 30809

**Company Complaining About:** Comcast

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## **Description**

I live in Augusta where Comcast has a 300gb cap and then charges overage. This limits what I can do with Internet connected devices. So many things connect to the Internet and that's why I bought them. I have two tablets, two roku, two phones, and two thermostats almost always online. It is not fair as a consumer to have purchased these devices that essentially have a monthly access fee now thanks to comcast.

---

**Ticket: # 735094 - CenturyLink violating Open Internet rules**

**Date:** 1/3/2016 6:31:20 PM

**City/State/Zip:** St. Paul, Minnesota 55107

**Company Complaining About:** Centurylink

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**Description**

For CenturyLink internet services of less than 1 Gbps, CenturyLink caps data usage at 250 Gigabits, or less. You are not allowed to use more than 250 Gb in a single month. However, CenturyLink does not count usage of their IP TV service, called "Prism TV", against this usage cap. This practice gives them an unfair advantage over other streaming services, like YouTube, Netflix, HBO, etc., which will be counted against a customers usage cap.

This is made clear their Excessive Use Policy (EUP), here:

<http://www.centurylink.com/Pages/AboutUs/Legal/InternetServiceManagement/>

Specifically, this quote from the aforementioned EUP:

"High-Speed Internet and video traffic associated with Prism™ TV service is not subject to the CenturyLink EUP."

If this does not violate the FCC's Open Internet rules, then the Open Internet rules have no effective use.

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**Ticket: # 735204 - Lack of service**

**Date:** 1/3/2016 8:42:03 PM

**City/State/Zip:** Sarasota, Florida 34230

**Company Complaining About:** Verizon

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### **Description**

For the past few years, Internet is not up to speed and or consistency unless or until we call to complain. Increased bill, less Internet.

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**Ticket: # 735354 - Complaint about Data Caps with Comcast Internet****Date:** 1/4/2016 4:45:39 AM**City/State/Zip:** Wilton Manors, Florida 33334**Company Complaining About:** Comcast

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**Description**

Having moved from the Northeast, and even having had Comcast Internet Service in the past, it was quite a surprise to find that Comcast is now creating a problem of "Data Usage Plans" when you choose an internet plan, but then allowing a solution to the problem by offering an "unlimited" feature option for an additional \$30 per month. It has ALWAYS been unlimited since I first got my first broadband modem upgrade from a dial-up model back in the early 2000's. Now suddenly, Comcast has created an issue by limiting a plan that has always been unlimited, then charging an extra \$30/per month to receive the excite same service you always had. Secondly, their method of watching your internet usage is by having a meter on their website, which is odd, because it never matches the traffic going through the router. There are ZERO details of the traffic being routed, the application that is sending the date, and when and how the data is being sent. Not having used the computer over the weekend, I have in some way managed to used over 3 GB of data, before I have even really used the PC. Seems very odd to me. I was under the impression we were moving away from "paying for the fast lane" mentality for the internet, and making it available to all people. I now have to watch every date and every app being used, I have has to turn off data back up apps (Crash Plan), so my data is not being backed up. These issues have severely impacted my ability to use the internet, and Comcast's choice to enforce these artificial limits, is uncalled for and should be completed illegal for them to do.

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**Ticket: # 735402 - Comcast Data Usage Plan****Date:** 1/4/2016 8:55:45 AM**City/State/Zip:** Knoxville, Tennessee 37918**Company Complaining About:** Comcast

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**Description**

The data usage plan initiated by Comcast has nothing to do with data, it is purely a money grab by a company that basically is a monopoly in the areas it serves. Not only is the plan bad for consumers, it is bad for other companies as well. In addition, the plan places an undue burden on start up companies. Comcast readily admits this move is about money and not about service. Hopefully the FCC can investigate and intercede on the behalf of the consumer. This move by Comcast is arbitrary and should not be permitted.

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[Ticket: # 735587 - Net Neutrality Violation](#)

**Date:** 1/4/2016 11:50:11 AM

**City/State/Zip:** Ramsey, Minnesota 55303

**Company Complaining About:** Comcast

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### **Description**

Comcast Xfinity is slowing down my connection to 185.21.217.56. This is a violation of the open and free principles set forth as a part of your Net Neutrality decision. Please have them stop this, or I will get a lawyer to stop this and will become expensive for Comcast.

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**Ticket: # 736163 - Internet Service Providers**

**Date:** 1/4/2016 3:23:21 PM

**City/State/Zip:** Endicott, Washington 99125

**Company Complaining About:** St. John Cable Company

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**Description**

I live in Whitman County, Washington. Internet service is from St. John Cable Company in St. John, Washington. They charge me for 100 MB/s. When I run a test on my internet speed I show only about 16-28 MB/s. I thought the Net Neutrality Act prevented ISP's from doing this. They are supposed to provide everybody the same internet speed at the same rate?

---

**Ticket: # 736529 - Throttling Content****Date:** 1/4/2016 5:31:03 PM**City/State/Zip:** Auburn, Washington 98092-3814**Company Complaining About:** Centurylink

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**Description**

I have CenturyLink DSL, which tests reliably at almost 50 Mbps. I get great speed and it works well, with one exception. In the last 4-5 months my connection to Netflix has degraded to extremely poor. I have a 4K Samsung TV, which has access to 4K video from Netflix, Amazon Instant Video, YouTube and more. When I view 4K material from Amazon or YouTube, it remains steady, reliable and at 4K resolution. When I first bought my TV a year ago, Netflix was also reliable at 4K. However, I can now seldom receive video at even 1080 (full HD), and almost never reach 2160 (4K, or UHD). In fact, the video often reaches 720, then drops back to 480. It will rarely remain at 1080.

I tested the TV using an alternate path to the Internet (4G mobile phone hotspot) and have no problem with watching 4K material from Netflix. This means there is no issue with the TV, so there can only be three possible sources of the problem: my home network, my ISP, or Netflix. Since Amazon and YouTube perform flawlessly over my network, there's no problem there. I called both Netflix and CenturyLink. Both insist that there is nothing happening at their end. Since I can stream Netflix at full speed over my 4G hotspot, this supports Netflix. This only leaves CenturyLink.

My attempts to resolve the issue with them has been less than fruitful. They send me generic information about Wi-Fi connections, which was worthless because I told them my network is wired gigabit. They then deflect back to Netflix. They refuse to acknowledge that they might have an issue at their end.

---

**Ticket: # 736614 - Comcast is not fixing connectivity issue to specific datacenters**

**Date:** 1/4/2016 6:08:36 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** Comcast

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## Description

Hello,

I am unable to access any of the CDNs from KeyCDN.

Ping:

Pinging p-usch00.kxcdn.com [68.235.35.171] with 32 bytes of data:

Request timed out.

Request timed out.

Request timed out.

Request timed out.

--

Tracing route to p-usch00.kxcdn.com [68.235.41.43]

over a maximum of 30 hops:

```
 1  1 ms   5 ms   <1 ms  192.168.1.1
 2  10 ms  11 ms   *     96.120.28.177
 3  10 ms  21 ms   8 ms  te-0-3-0-4-sur03.romeoville.il.chicago.comcast.net [69.139.173.9]
 4  13 ms  21 ms  16 ms  te-2-10-0-12-ar01.elmhurst.il.chicago.comcast.net [68.86.187.161]
 5  26 ms  15 ms   *     he-0-0-0-0-ar01.area4.il.chicago.comcast.net [68.87.230.233]
 6  21 ms  13 ms  14 ms  be-33491-cr02.350ecermak.il.ibone.comcast.net [68.86.91.165]
 7  15 ms  20 ms  15 ms  he-0-16-0-1-pe03.350ecermak.il.ibone.comcast.net [68.86.88.2]
 8  13 ms  20 ms  12 ms  ae-26.r05.chcgil09.us.bb.gin.ntt.net [129.250.66.65]
 9  16 ms  11 ms  14 ms  ae-8.r06.chcgil09.us.bb.gin.ntt.net [129.250.4.22]
10  18 ms  11 ms  15 ms  ae-0.atrato.chcgil09.us.bb.gin.ntt.net [129.250.194.182]
11  *      *      *      Request timed out.
12  *      *      *      Request timed out.
13  *      *      *      Request timed out.
14  *      *      *      Request timed out.
15  *      *      *      Request timed out.
16  *      *      *      Request timed out.
```

17 \* \* \* Request timed out.  
18 \* \* \* Request timed out.  
19 \* \* \* Request timed out.  
20 \* \* \* Request timed out.  
21 \* \* \* Request timed out.  
22 \* \* \* Request timed out.  
23 \* \* \* Request timed out.  
24 \* \* \* Request timed out.  
25 \* \* \* Request timed out.  
26 \* \* \* Request timed out.  
27 \* \* \* Request timed out.  
28 \* \* \* Request timed out.  
29 \* \* \* Request timed out.  
30 \* \* \* Request timed out.

Trace complete.

--

I am able to access all this through T-Mobile LTE.

I tried calling Comcast and they said they cannot troubleshoot such issues since the website is not a Comcast specific website.

Thanks,

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[Ticket: # 736639 - Comcast Capping Home Internet](#)

**Date:** 1/4/2016 6:17:24 PM

**City/State/Zip:** Greeneville, Tennessee 37745

**Company Complaining About:** Comcast

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### **Description**

Adding a cap to a preexisting plan and charging for something not feasible.

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**Ticket: # 736915 - Data Caps on Home Broadband**

**Date:** 1/4/2016 8:28:48 PM

**City/State/Zip:** Saint Albans, West Virginia 25177

**Company Complaining About:** Sudden Link

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## **Description**

In an effort to punish Cable Cutters, companies like Suddenlink, Comcast, and Shintel have began capping home broadband internet access. This effectively limits the consumer's ability to fully utilize the internet access they have paid for. By implementing these excessively restrictive caps, cable companies are forcing consumers to limit usage of a 100% renewable resource that the consumer pays for. This also limits the consumer from using services such as Netflix, Hulu, and Youtube which stifles competition with the cable company. On top of all of this, the then extort you for more bandwidth so you can continue watching a competing service. I feel as if this violates Net Neutrality and Consumer Rights.

---

**Ticket: # 737177 - Unacceptable "Acceptable Use Policy"**

**Date:** 1/4/2016 11:32:05 PM

**City/State/Zip:** Kuna, Idaho 83634

**Company Complaining About:** Cable One

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**Description**

Acceptable use policy is not "acceptable" usage. Below is the AUP provided at signing:

Surfing 15Mbps Internet 50GB Data Plan

1.5,Mbps, 5Mbps, 8Mbps, 10Mbps,12Mbps 300GB Data Plan

Streaming 50 & Streaming 100 Internet 300GB Data Plan

Premier 60, Premier 75, & Premier 150 Internet400GB Data Plan

Ultra 70, Ultra 100, & Ultra 200 Internet 500GB Data Plan

Ultra 60 Plus, 100 Plus, & 200 Plus 750GB Data Plan

Ultra 70 Max, Ultra 100 Max, & Ultra 200 Max 1000GB Data Plan

A non heavy user can burn through the minimum "Acceptable Use" in 2 days. In just watching 2 movies, in reduced definition. This does not fall under FCC's network management regulations, Nor open internet regulations.

Currently they are operating at a year 2000 level of internet usage policy. There is currently zero cable alternative offerings in the state, therefor causing a monopoly and their ability to charge as much as they want for sub par usage.

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**Ticket: # 737670 - Data throttling**

**Date:** 1/5/2016 12:41:31 PM

**City/State/Zip:** Flint, Michigan 48507

**Company Complaining About:** T Mobile

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## **Description**

Customers had not be alerted to changes in the accounts of people with unlimited high speed internet. This change restricted various types of streaming content by only allowing lesser types of definition in videos

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[Ticket: # 737191 - comcast high speed internet is throttling netflix](#)

**Date:** 1/4/2016 11:46:14 PM

**City/State/Zip:** Eagan, Minnesota 55122

**Company Complaining About:** Comcast

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### **Description**

As I try to watch netflix using my high speed internet service provided by comcast I keep getting interrupted by loading messages. This happened a couple days ago and I used comcast's online support. The online support wasted an hour of my time having me power everything off. I had to quit watching netflix too slow

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[Ticket: # 737269 - Data cap](#)

**Date:** 1/5/2016 1:38:12 AM

**City/State/Zip:** Athens, Tennessee 37303

**Company Complaining About:** Comcast

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## **Description**

I recently got the letter in the mail about the trail area that there would now be a 300gb usage cap on my internet. This is ridiculous and should be stopped immediately. I also shouldn't have to pay an extra \$30 a month to keep unlimited data through Comcast. I feel like they are not wanting me to be a customer anymore.

---

**Ticket: # 737270 - Potential Data caps**

**Date:** 1/5/2016 1:38:20 AM

**City/State/Zip:** Lebanon, Pennsylvania 17042

**Company Complaining About:** Comcast

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### **Description**

This is nothing but a money grab from this bloated company. They have admitted this NEW trial program has nothing to do with net congestion....They say its about fairness. I am have been getting raped by this company for years because we have ZERO competition here..... I say in fairness regulate their asses because they have been naming their price for FAR TOO LONG !!

---

**Ticket: # 738889 - Comcast Data Cap Policies**

**Date:** 1/5/2016 7:14:15 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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**Description**

Comcast has a data-cap policy in my area which is not acceptable. Though they are claiming it is not enforced, the policy still remains in effect. Additionally internet speeds appear to drop significantly after the 250gb cap (which they claim not to enforce, but still have as a policy).

---

**Ticket: # 740687 - (b) (6)**

**Date:** 1/6/2016 4:57:29 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast

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## **Description**

(b) (6) is sending unwanted messages for political purposes. I have communicated to him twice that I wish to be unsubscribed from his mailing list (I never consented to be added to any list -- I do not know who this person is). Attached are three email strings -- two showing my requests to be unsubscribed and then a third from today as he continues to send unwanted messages.

---

[Ticket: # 741251 - Tampering with data/code injection](#)

**Date:** 1/6/2016 9:34:49 PM

**City/State/Zip:** Bremerton, Washington 98311

**Company Complaining About:** Comcast

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## **Description**

Discovered Comcast engaged in parsing and modifying data packets between some hosts and client to insert proprietary content. Among discovered being tampered with are Imgur(attached) and ebay (ssl authentication) which raises the question of the possible tampering with security certificates. Screenshots, pages and source are attached. This is not an isolated instance; it occurs every time these pages is requested from the host.

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**Ticket: # 741387 - Data Caps**

**Date:** 1/7/2016 12:29:58 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

Comcast is telling us we have to limit our internet usage to 300G or less per month. I can use that in 3 days if I am Gaming, or binge watching Netflix. It is unfair to put such limitations on our family. We were paying an exorbitant amount, in order to get the fastest speed so we could game or stream without issues, now we can't even do that. This is not reasonable and it's simply ridiculous.

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[Ticket: # 850060 - Internet](#)

**Date:** 3/6/2016 12:09:45 PM

**City/State/Zip:** Toledo, Ohio 43608

**Company Complaining About:** Charter

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## **Description**

Lobbyist

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[Ticket: # 745600 - scam via email](#)

**Date:** 1/8/2016 10:20:08 PM

**City/State/Zip:** Conway, South Carolina 29527-3020

**Company Complaining About:** Pch

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### **Description**

pch maintains I won one million dollars; 1) I never entered contest, 2) if this was a legitimate prize they would never have asked for money.

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**Ticket: # 741613 - unsubscribe fraud**

**Date:** 1/7/2016 11:07:15 AM

**City/State/Zip:** Virginia Beach, Virginia 23454

**Company Complaining About:** Verizon

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## **Description**

I received an solicited email from

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when I signed to unsubscribe, it falsely signed my name to the petition! I do not support this group and it's propaganda nor did I ever subscribe to receive their emails! It's an intentional fraud and defamation!

---

[Ticket: # 741755 - Internet caps imposed by comcast](#)

**Date:** 1/7/2016 11:55:31 AM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

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### **Description**

I recently found that Comcast has placed a cap on our internet and if you exceed the cap you are charged. They cannot tell me what items are using our allotment or why our use age has doubled in the last month. How do I get released form their test ? Since Comcast has the monopoly on cable in our area we have zero control.

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[Ticket: # 742314 - Comcast Internet Cap limits](#)

**Date:** 1/7/2016 2:37:25 PM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** Comcast

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### **Description**

Comcast has placed a Cap to my Internet plan limiting to only to 300GB a month and adding a \$10 surcharge for every 50GB extra / unacceptable increase in the monthly bill due to using competitor TV services like Netflix or Hulu

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**Ticket: # 742667 - OPEN PORNOGRAPHIC MATERIAL ON THE INTERNET**

**Date:** 1/7/2016 4:16:11 PM

**City/State/Zip:** Orange, Texas 77632

**Company Complaining About:** Time Warner

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## **Description**

The following people have created websites that are open on the internet.

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[REDACTED]. The Gov. Greg Abbotts  
solstice can verify this.

U.S.A. v/s (b) (6) that it is a separate deal to which \$2 million dollars a day has to be paid to the state of Texas up to \$42 Million dollars a year, maximum of \$42 billion dollars U.S. the web sites are www.pornhub.com, and www.porn.com

(b) (6) provides internet access from the satellite on FM 1132 in the area known as Mauriceville.

My other name is (b) (6) passport# 458 71 2173.

---

**Ticket: # 743377 - CNN is using fake poll numbers to miss lead its viewers on gun polls**

**Date:** 1/7/2016 8:57:21 PM

**City/State/Zip:** Chester, New Jersey 07930

**Company Complaining About:** Comcast

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## **Description**

<http://www.cnn.com/>

CNN is reporting fake numbers for their poll numbers on purpose before Obama's Gun townhall 1-7

16

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**Ticket: # 743312 - Internet Transit issue**

**Date:** 1/7/2016 8:20:50 PM

**City/State/Zip:** San Diego, California 92123

**Company Complaining About:** Time Warner

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## **Description**

It appears that TW Backbone (AS7843) and TWC (AS20001) either have "strange" issues or purposefully shaping internet traffic as their roundtrips show consistently higher than normal results and high jitter creating issues for VoIP, Gaming, and Video Conferencing. In addition, this means clients can't really utilize the advertised bandwidth because of BDP (bandwidth delay product). This is reproducible both in domestic and international routing regardless of direct peering agreements - so it is within their networks.

---

[Ticket: # 743443 - Comcast violation of net neutrality](#)

**Date:** 1/7/2016 9:57:31 PM

**City/State/Zip:** Lynchburg, Virginia 24503

**Company Complaining About:** Comcast

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### **Description**

I cannot find a valid reason that Comcast Xfinity has blocked access to my paid subscription of HBO Go on my Playstation 3. The app. works, but Comcast is not a listed provider.

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**Ticket: # 743508 - Binge On**

**Date:** 1/7/2016 11:02:34 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** T Mobile

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## **Description**

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I don't know if this promotion violates Net Neutrality or not but I think it's important the FCC make that determination. Thank you.

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**Ticket: # 743555 - 300GB Data Cap with Comcast****Date:** 1/8/2016 12:25:19 AM**City/State/Zip:** Pigeon Forge, Tennessee 37863**Company Complaining About:** Comcast

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**Description**

When I signed up for service last year in May, I had unlimited data. I came to find out recently that my data started being capped at 300GB in September 2015 with \$10 per 50GB in overage charges. I looked into other Internet providers, but I don't have any other choices unless I want 768kbps speeds with AT&T DSL with a 150GB cap for not much less than what I'm paying now. I do not want to subscribe to Comcast's video packages, and I feel this new cap is more for punitive purposes for cord-cutters like me than for network management purposes. Comcast is a monopoly in my municipality. How can this be legal? Aren't there antitrust laws in place to stop this type of behavior? If Comcast is going to be my only high-speed ISP, shouldn't they be regulated like a utility. Unless I want to give up Netflix and movies completely, I have NO choice. My tax money pays for you guys. How about you all talk to Comcast for me and tell them to cease and desist from these monopolistic practices and give me unlimited data back?

---

[Ticket: # 743662 - Suddenlink overages for competing video streams](#)

**Date:** 1/8/2016 5:52:09 AM

**City/State/Zip:** Montgomery, Texas 77356

**Company Complaining About:** Sudden Link

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## **Description**

We've been steadily paying around 150.00 every 3 months in bandwidth overages to suddenlink. The majority of our overages are due to streaming video content - netflix, youtube, etc. My understanding is that this is not allowed under net neutrality since Suddenlink is also our cable TV provider and does not count their own streaming video towards our cap. I feel the cap and overage charges are designed specifically to raise revenue since we are not abusive users and the limits are very low vs our monthly plan.

---

**Ticket: # 743753 - E-Mail Communication Blocked****Date:** 1/8/2016 10:25:08 AM**City/State/Zip:** Troy, Michigan 48083**Company Complaining About:** AT&T

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**Description**

AT&T/SBCGlobal currently prevents us from e-mailing our customers (using any address coming from our (b) (6) (b) (6) etc.). Customers with AT&T e-mails are able to send us e-mails, but we are unable to reply. We receive a bounceback message stating that we are blocked. I've submitted requests for removal from this blacklist to no avail.

It is harming our business being unable to respond to customer questions or order updates and extremely frustrating considering we have never done anything to cause this. I believe it should be illegal to censor our communication without any measurable cause.

---

[Ticket: # 743783 - Discriminating against other internet traffic](#)

**Date:** 1/8/2016 10:43:32 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

Comcast has sent notifications that it will begin charging customers for any data over 300 megabytes per month. This includes streaming movies from Netflix and Amazon. This does not include streaming movies from the Comcast Streampix or xfinity service which streams movies as a data download the same as streampix or xfinity. This is discriminating against what kind of traffic runs over their networks by charging us differently for the same kind of data. Please make them stop.

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[Ticket: # 743814 - Cable One data policy](#)

**Date:** 1/8/2016 10:57:43 AM

**City/State/Zip:** Nampa, Idaho 83687

**Company Complaining About:** Cable One

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## **Description**

Cable One is ramping costs for more data in a way where it is unaffordable to get more data. From 135 for 750gb to 225 for 1000gb. Given a 300gb line is 50; while speed "changes" with each tier, tests indicate that they stay the same.

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[Ticket: # 743941 - T-Mobile and Net Neutrality](#)

**Date:** 1/8/2016 12:00:38 PM

**City/State/Zip:** Buda, Texas 78610

**Company Complaining About:** T Mobile

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### **Description**

T-Mobile has been shown to be violating the principles of Net Neutrality. Please look into this and correct any misdeeds as quickly as possible. Many thanks for your strong stance on Net Neutrality as a whole!

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**Ticket: # 743985 - T-Mobile Net Neutrality Violations**

**Date:** 1/8/2016 12:17:33 PM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** T Mobile

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**Description**

The current "Binge-On" component of T-Mobile's service offering should be investigated for possible violations of Net Neutrality. The current dishonest, and publicly offensive behavior of the current CEO and his reactions to the watchdog organization EFF should not stand from someone who is the public face and executive officer of a public utility.

As described Binge On's default behavior is not transparent, and it's preferential handling of bandwidth under certain T-Mobile agreements, and it's algorithm that drops 50% of packets for non-conforming video feeds is a direct violation of the net neutrality principle.

---

**Ticket: # 744348 - Broadband Caps - Mediacom**

**Date:** 1/8/2016 2:04:24 PM

**City/State/Zip:** Silvis, Illinois 61282

**Company Complaining About:** Mediacom

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## **Description**

A couple of years ago, Mediacom switched from offering unlimited usage on their internet plans to capped plans. These plans unfairly penalize the consumer, by tacking on additional fees for using the service 'too much'. This is anticompetitive since it discourages heavy use of online video services such as Netflix, Hulu, and Amazon video, which compete with Mediacom's own cable TV service offerings.

In addition, while Mediacom does make plans available with higher usage caps are only available when bundled with higher connection speeds. Without subscribing to higher speed service tiers, a subscriber's only option for higher usage caps is to pay for additional data transferred at a flat rate of \$10 per 50 GB. This can result in significant charges for the additional data usage, to the point of more than doubling or tripling the total cost of internet service. The higher speed tier plans include significantly higher caps, at less than double the price of their standard plan. These are clearly structured to penalize consumers who are heavy users of online services.

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[Ticket: # 744400 - Net neutrality](#)

**Date:** 1/8/2016 2:10:49 PM

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**Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 744628 - Pandora Radio Commercials too Loud**

**Date:** 1/8/2016 3:19:14 PM

**City/State/Zip:** South Haven, Michigan 49090

**Company Complaining About:** Verizon Wireless

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### **Description**

I listen to free pandora and have to turn the volume down when the commercials come on most of the time because they are too loud and much louder then the music they broadcast

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**Ticket: # 744474 - FACEBOOK**

**Date:** 1/8/2016 2:27:50 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19116

**Company Complaining About:** AT&T

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**Description**

Facebook wants to "verify" my account with an attachment of my ID.

This is too much. It should be stopped.

Thank you

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A black rectangular redaction box covers the text "(b) (6)".

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[Ticket: # 744762 - Internet service](#)

**Date:** 1/8/2016 4:01:14 PM

**City/State/Zip:** Franklin,, Tennessee 37069

**Company Complaining About:** Charter

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### **Description**

The Internet data limits are to low. Unlimited data usage should be mandi tory with all the electronics that are available today!

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**Ticket: # 745074 - Data Caps & Data Usage**

**Date:** 1/8/2016 5:44:26 PM

**City/State/Zip:** Memphis, Tennessee 38122

**Company Complaining About:** Comcast

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## **Description**

Comcast randomly introduced datacaps into my service plan without consulting me for agreement first. On top of that, their data usage meter does not work, so there is no way for me to gauge actual usage. I just randomly go over sometimes and get charged (pictured in attachment).

Comcast uses predatory business practices to fleece their customers, and have implemented "Orwellian" levels of bureaucracy to confuse/deceive. This is profoundly unjust and it saddens me to see such business tactics allowed in this country.

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[Ticket: # 745383 - T-Mobile throttling with "Binge-On" program](#)

**Date:** 1/8/2016 8:03:14 PM

**City/State/Zip:** Na, Washington 98270

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile is falsely stating that it is not breaking TFF rules when it promotes its "Binge-On" program.

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**Ticket: # 745499 - Comcast unwilling/unable to unregister/remove cable modem from account**

**Date:** 1/8/2016 9:13:32 PM

**City/State/Zip:** Brockton, Massachusetts 02301

**Company Complaining About:** Comcast

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## **Description**

I purchased a retail Motorola SB6141 cable modem from an online retailer in 2014 in order to avoid paying the device leasing fee on my Comcast bill. Recently I decided to upgrade to another modem and sold the Motorola 6141 to a Comcast customer in another state. When he attempted to register the modem with Comcast in his state, he was told the modem was "stolen Comcast property" and that it should have never been sold to him in the first place. This being patently untrue, I called Comcast customer service and requested them to remove/unregister the modem from my account so the new owner would be able to register it. The rep told me he successfully removed it from my account. In actuality, the customer service rep did not do that as the buyer was again unable to register it under his account. The next day I went to a physical service center and spoke to a Comcast representative in person. The rep informed he was unable to do it at that time and would have to email a supervisor in charge of devices and that he would call me shortly when the issue was resolved. I left my contact information. I was never called for 6 hours and finally decided to go back to the service center at which point the same representative told me the issue was now resolved. I informed the buyer of this. He again attempted to register the equipment with Comcast in his state and again was told that the modem still showed as registered to my account. I called customer service for the second time and received the same story as before, that the modem was now removed from my account, with the caveat that I needed to be transferred to the "activation team" for confirmation. He failed to transfer me properly and I was left at square one having to go through the entire Comcast customer service menu from the beginning. I then went through the rigmarole of speaking to three different representatives, each transferring me to the next assuring me each time the next representative would fix the issue, culminating with being hung up by the last rep when I questioned her ability to help me (she did not know what a "cable modem" was).

I have wasted hours of my time trying to resolve this issue. Upon some minor research, this is not an isolated incident with scores of similar stories documented on the internet. Numerous people have had issues selling or buying legitimate retail purchased Comcast-compatible devices in second-hand markets. It seems as if Comcast is either inept or deliberately, one might even say blatantly, making the process of buying second-hand equipment difficult for consumers in order to diminish second-hand markets leaving their customers no choice but to lease or buy brand new devices. This limits consumer access to the internet by preventing a segment of consumers who may not be able to afford the cost of a brand new device and are unwilling to watch as their leasing fee inflates over time.

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**Ticket: # 745534 - Xfinity Internet**

**Date:** 1/8/2016 9:36:56 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

It is ridiculous that a Internet company can block online services on my devices. I am paying for the Internet service so as long as what I'm doing is illegal, I should have my freedom. I have a Sony PS4 and cannot even access HBO GO. Comcast says they have it available on Roku and Apple TV, but I should not have to shell out more money for another gadget when my one can do everything I need it to and more. Comcast is known for their ridiculous practices and something needs to be done. No one is too big to fail!

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[Ticket: # 745586 - Binge On](#)

**Date:** 1/8/2016 10:03:25 PM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile's binge on is violating net neutrality rules.

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**Ticket: # 745665 - Comcast cable**

**Date:** 1/8/2016 11:32:37 PM

**City/State/Zip:** Senoia, Georgia 30276

**Company Complaining About:** Comcast

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## **Description**

I have been waiting over a month to start new service with Comcast. They either don't show up when scheduled or they send technicians to perform the wrong task. They don't seem to understand that they have to bore and bury a cable to our house before they can connect us for Internet, cable and phone. I have called and complained at least once a week, sometimes more. After a no show last Fri. I insisted on speaking to a supervisor which I did. She assured me someone would be out today to run the cable to our house but no one showed up again. If there were another co. that provided Internet service to our area, I would not have hung in there this long, but unfortunately there aren't any. Basically, Comcast has us over a barrel. Their customer service is just awful. We are desperate. I don't know what else to do to get this issue resolved. Anything you can do to help would be greatly appreciated.

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**Ticket: # 745691 - Holland America Line violates No Paid Prioritization**

**Date:** 1/9/2016 12:00:21 AM

**City/State/Zip:** No City, Idaho 00000

**Company Complaining About:** Holland America Line / Carnival Cruises

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**Description**

Holland America line is offering internet access cards that will limit the type of websites that you can visit while on a cruise. Guests can pay additional amounts to gain access to additional content, such as sports or social media websites. While using these cards they will not have access to other websites outside of the prioritized list.

They do offer a more open plan, however, which is more expensive than the prioritized internet card plans and may be out of reach for some travelers.

I believe that this prioritization of websites into certain categories restricts people's freedom to choose which websites they would visit at any point in time. They are being locked down to a pre-determined list based on what the company deems is appropriate.

If the company chooses to offer internet at all to the public, then it should be unrestricted besides the limitations of the connection.

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**Ticket: # 745717 - Comcast deliberately degrading service**

**Date:** 1/9/2016 12:54:46 AM

**City/State/Zip:** West Haven, Connecticut 06516

**Company Complaining About:** Comcast

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**Description**

Part 1:

As cable companies are quick to point out, the advertised speed of your connection isn't guaranteed. That makes their rate plans a tad shady, as you are paying for them to promise not to slow your connection should it ever go "too fast". Fine; that's reasonable so long as most of the time you actually get near that upper limit.

Part 2:

For several months there has been substantially degraded service to any internet host which Comcast routes to via GTT or Tata backbone infrastructure. Comcast is deliberately under-provisioning its peering with these providers.

Part 3:

By failing to maintain adequate capacity Comcast is, in effect, charging customers for capacity which it knows it can never deliver. This is theft by deception.

Part 4:

Worse, this is being done in a manner which only impacts certain web sites, creating a 2-tier internet defined by which web hosting company a given site is hosted by. This is a Net Neutrality violation.

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**Ticket: # 745895 - Angry customer**

**Date:** 1/9/2016 11:36:30 AM

**City/State/Zip:** Ocala, Florida 34472

**Company Complaining About:** Comcast

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## **Description**

In October 2015 I was advised of a package of \$99.99 for a double play that I never got I was charged \$119.99 for a triple play which I didn't ask for and then they stated that what I signed up for I only needed tv added to my internet that I already had so \$99.99 was suitable for my budget but yet I got 119.99 and they keep telling my I never request the double my family has cell phones and we are barley home so why get a home phone. I have been lied to stated it was corrected which It was never corrected. Then I was advised I needed to pay \$199.19 to avoid service interruption so I did a payment arrangement to pay it on 1/8/16 but I wasn't created for that day but it was created for 1/9/16 for \$299.19 which I never agreed to and now the issue is still there and now the bill is going up again and they cant explain why. i'm very upset with this company they cant get anything right and blame us(the customer ) for issues they cant seem to get rite if something isn't done I will be getting a lawyer involved .

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**Ticket: # 746171 - Videos that threaten National Security.**

**Date:** 1/9/2016 3:10:24 PM

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

**Company Complaining About:** Cox

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## **Description**

[http://www.dailymotion.com/video/x30fquo\\_proof-nasa-faked-moonlandings-2\\_videogames](http://www.dailymotion.com/video/x30fquo_proof-nasa-faked-moonlandings-2_videogames) I think this is from a communist country. It makes fun of one or all of the Moonlandings. It claims the NASA Moonlandings did not happen. This is confusing all kinds of people. This is first time I've watched one of these, but I've been hearing these rumors for quite a while. Estonia posts lots of videos to Daily Motion. I've broken off all ties with Lenna Kuurmaa. Does Lenna Kuurmaa's music and videos try to reach out to people? Live and Let Go is seductive. Is Estonia trying to do something? If so what are they trying to do? DailyMotion.com runs YouTube ads. It's been suggested that Lenna was like someone who would have a relationship with former Representative Anthony Wiener. If this kind of thing is possible through YouTube and/or DailyMotion.com and Zapkolik.com then we need to end Open Internet/Net Neutrality. My friends and neighbors and myself are very worried about CyberSecurity. This is serious business. It's been all over the news. We need to take down Vanilla Ninja videos. Lenna Kuurmaa videos and her Moonland featuring Lenna Kuurmaa videos off anything we can get access too. Estonia is Socialist on paper, but I think it is actually communist with close ties to the Russia and its President Valdimir Putin. I'm also going to send this information to State of Arizona Senator Jeff Flake and the CIA if I can still find it.

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[Ticket: # 746623 - Time warner cable throttling my internet](#)

**Date:** 1/10/2016 12:52:46 AM

**City/State/Zip:** New York, New York 11104

**Company Complaining About:** Time Warner

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## **Description**

My internet works for a few minutes then it stops working. I called several times to time warner to fix this issue but they just tell me to upgrade my internet package. I have a basic plan with 3 mbps that is definitely faster than a page that doesn't load.

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**Ticket: # 746540 - Unjust and unreasonable prices**

**Date:** 1/9/2016 9:47:35 PM

**City/State/Zip:** Feeding Hills, Massachusetts 01030

**Company Complaining About:** Comcast

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### **Description**

I believe that Comcast's practice of bundling services is unjust and unreasonable. The company's prices are way out of hand. At the current time I am paying \$208 a month for TV, internet and telephone. I only keep the phone line because I need it for my alarm system. I have called on numerous occasions to try to lower my bill by eliminating features. However, if I would eliminate channels then the DVR would not be included in the new bundle. This would force me to pay for the DVR and in effect I would be paying more for less channels! Comcast is price gouging its customers! We should not be paying more each year for the same channels when they are making more money off advertisers.

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**Ticket: # 746594 - Comcast Data Caps**

**Date:** 1/9/2016 11:22:07 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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### **Description**

I am filing a complaint against Comcast Data usage "trial". Comcast should not be allowed to control how much data my family uses at home. The 300GB allowed is not enough for a majority of households. I would also like to say I was never notified in any form that my service had a data usage cap.

Regards

Carlos Rodriguez

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**Ticket: # 746608 - Comcast Data Caps**

**Date:** 1/10/2016 12:26:09 AM

**City/State/Zip:** Hiram, Georgia 30141

**Company Complaining About:** Comcast

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## **Description**

I want to voice my frustration over usage caps implemented by Comcast. I am an internet only customer with Comcast who regularly exceeds the data usage limits set by Comcast. The majority of our usage is for streaming video, which directly competes with other Comcast offerings we choose not to subscribe to. I feel that by setting a cap and charging for usage over said cap, that they are telling the consumer that we are going to pay them the money they want for that additional service, whether we subscribed or not.

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[Ticket: # 746638 - data usage limits](#)

**Date:** 1/10/2016 1:32:10 AM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing arbitrary data limits on me and many other people throughout the US in an attempt to force people to pay more for internet access for no reason other than monetary gain and to force people to move away from cable alternatives like Netflix.

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**Ticket: # 746740 - Comcast Caps on Internet Usage**

**Date:** 1/10/2016 12:59:10 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

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### **Description**

Comcast has placed a cap on my internet of 350gb a month. When I exceed this amount I receive a charge of \$10 for an additional 50gb. I have no opportunity to purchase the unlimited plan as this is not available in my market of Tucson, AZ. Finally they state that this is a trial period of the internet usage plan but don't indicate when this period is scheduled to end. How is this possible? How are they allowed to offer different prices for the same packages of service throughout the country? Why is there not a fixed price for all services offered?

---

**Ticket: # 746847 - Century Link speeds****Date:** 1/10/2016 3:17:43 PM**City/State/Zip:** Beaverdam, Virginia 23015**Company Complaining About:** Centurylink

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**Description**

I am once again filing a complain about my internet service provider, Century Link, not providing the advertised speeds that we pay for. We currently pay for a supposedly 10Mbps down 1Mbps up connection.

I had previously filed a complaint, which Century Link responded to by sending a technician to our house to test our equipment. During said response, the technician found nothing wrong with our equipment. However, the technician did inform me that the issue with the the Century Link interconnection to Level 3 across two Verizon networks in the area. The technician informed us that there was nothing that Century Link could do about the situation.

<http://www.speedtest.net/my-result/4985294459>

I am currently getting these results from speedtest.net. Whenever I attempt to game online, or stream videos, my connection drops out and I end up getting DNS errors. The situation becomes worse late at night.

I would like to see something actually done about this. Not just have Century Link send another technician to our house, telling us that there is nothing they can do.

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**Ticket: # 746868 - Worried Sick about Overages****Date:** 1/10/2016 3:46:26 PM**City/State/Zip:** Shreveport, Louisiana 71115**Company Complaining About:** Comcast

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**Description**

Recently, Comcast started limiting it's internet customers in my area to 300 Gb/month. This has made using the Internet at my house full of frustration for me and my husband. We watch Netflix and download lots of video games for our game consoles, and I like streaming music on Spotify - or at least that's how things used to be. Now I worry that we're going to be charged more just because he binge-watched another season of the superhero-show du jour and I got into the Overwatch beta for a weekend. Things like that should be free from money worries. I shouldn't have pay extra to access data, when I'm already paying for the access and the data itself. I've had to stop streaming music and dig out my old boombox from high school, just so that I won't make myself sick with worry over being charged more. Maybe I'm overreacting, but perhaps so is Comcast.

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**Ticket: # 747027 - Data Cap discrimination against the Deaf**

**Date:** 1/10/2016 7:58:20 PM

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

**Company Complaining About:** Comcast

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### **Description**

I have Comcast as my internet provider. I rely HEAVILY on internet for my daily videophone calls for my work (see the link <https://www.zvrs.com/about-us/fcc>) and this is NOT fair to Deaf people who must use alot of data to make video phone calls to get an interpreter to talk to doctors, teachers and family. PLEASE ALLOW DEAF PEOPLE NOT TO BE CAPPED!!! HELP US !

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**Ticket: # 747199 - INTERNET**

**Date:** 1/11/2016 1:56:10 AM

**City/State/Zip:** Nova, Ohio 44859

**Company Complaining About:** Nova Phone Company

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**Description**

I don't see how the Nova Phone Co. can raise our Internet 150% with out at least a WARNING!! Is it LEGAL???! PLEASE RESPOND!

---

[Ticket: # 747400 - Download speed now barely usable for basic browsing \(below 1 mbps\)](#)

**Date:** 1/11/2016 11:29:05 AM

**City/State/Zip:** Amissville, Virginia 20106

**Company Complaining About:** Boost Mobile

---

## **Description**

Ticket number 734828 Download speed now barely usable for basic browsing (below 1 mbps) My wifes phone on the other hand is getting over 5MBPS in the same spot.

---

[Ticket: # 759451 - Karma bait and switch](#)

**Date:** 1/18/2016 1:56:57 PM

**City/State/Zip:** Brandy Station, Virginia 22714

**Company Complaining About:** Karma

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## **Description**

Karma marketed unlimited internet at 5mbps all throughout the holidays and as users actually used the product they reduced speeds and changed the plan after the fact.

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**Ticket: # 748475 - DATA LIMITS AND UNFAIR BUSINESS PRACTICES**

**Date:** 1/11/2016 5:21:02 PM

**City/State/Zip:** Weston, Florida 33327

**Company Complaining About:** Comcast

---

### **Description**

I am now forced by Comcast to pay an extra \$30 a month to exceed data limits that were not enforced when I agreed to my current 2 year TV+Internet contract on 7/31/2015. If I do not pay for the \$30 "feature", I will be charged upwards of \$150 per month for the same internet usage I enjoyed when I agreed to the current contract. If I wish to terminate my current contract it will cost \$230 in additional cancellation fees.

How can this be fair??

---

[Ticket: # 748503 - Never received response for 649302](#)

**Date:** 1/11/2016 5:28:38 PM

**City/State/Zip:** San Diego, California 92122

**Company Complaining About:** T Mobile

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### **Description**

I submitted 649302, which was closed and I never received a response.

---

**Ticket: # 748890 - Comcast Incorrect data usage amount**

**Date:** 1/11/2016 8:13:18 PM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Comcast

---

**Description**

From 01/1/2016 to 01/11/2016 Comcast claims a usage of 332Gb

All usage for those 11 days has been the following:

- 1) a 113GB file download
- 2) Gaming using steam

Considering a 1GB usage per day on gaming, which is extremely high for gaming, [not downloading any games just connecting to a server with other players] this would be 11GB

This brings the total to 124GB

Comcast will not provide detailed usage or even a day by day breakdown.

Ever since the service started there has been a steady increase on data usage on their meter with little to no change on my end in usage.

They are counting both upload and download towards the total 300GB monthly cap

This limits usage of the internet to almost nothing without paying them extra

Due to their regional monopoly I cannot even change providers.

They can charge me whatever they want, as they are now, and I would have to pay it or have no internet and owe money.

Internet today is a utility and limiting it in this way hinders progress and being unable to contest it due to them not providing detailed usage is outright immoral if not illegal.

---

[Ticket: # 748973 - youtube throttling](#)

**Date:** 1/11/2016 8:58:59 PM

**City/State/Zip:** Windsor, California 95492

**Company Complaining About:** Comcast

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### **Description**

peak times youtube will not work at all. speedtests will always show full 90mbs. other streaming works perfectly. using a proxy often helps youtube work at HD, a lot.

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[Ticket: # 749196 - blocking?](#)

**Date:** 1/12/2016 12:48:04 AM

**City/State/Zip:** Queens Village, New York 11428

**Company Complaining About:** Time Warner

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### **Description**

hi, it appears my vpn is being blocked by my isp time warner cable. i can only imagine how bad it will get if they merge with charter communications

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**Ticket: # 749371 - Net Neutrality**

**Date:** 1/12/2016 10:27:40 AM

**City/State/Zip:** Naples, Florida 34108

**Company Complaining About:** Comcast

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## **Description**

I have Xfinity high speed broadband. I wonder if Xfinity is violating net neutrality. Xfinity website loads in a blink. Seconds later, access to Yahoo takes 30 seconds, and Zillow does not load at all. Even the FCC site takes 20-30 seconds. I have a new quad processor laptop running Windows 10, so hardware is unlikely to be the problem. Except for a few milliseconds when connection speed is zero, speed is generally higher than 10 mb/sec. The speed does drop to zero frequently, but recovers instantaneously. I called Comcast and they said the problem lies with the websites I am accessing. I just find that hard to believe.

---

[Ticket: # 749868 - Open Internet](#)

**Date:** 1/12/2016 1:34:36 PM

**City/State/Zip:** Orangeburg, South Carolina 29115

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 749850 - Internet Cap**

**Date:** 1/12/2016 1:32:34 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Comcast rolled out a new plan capping our internet use. No mail was sent to the house regarding this , no phone call , no anything. I called in behave of my elderly mother who doesn't understand what was going on. I was transferred numerous times and hung up on twice. I was finally told this is a new plan and that's it. Pretty much was told to use the internet less. What kind of answer is that? We have been Comcast costumers for YEARS and YEARS ! We were treated so poorly. If this is a "new program" like I was finally told why weren't we just grandfathered in? The issue was never resolved and now were looking to switch providers. I have never experience such terrible customers service.

---

**Ticket: # 749900 - web site access**

**Date:** 1/12/2016 1:40:14 PM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Comcast

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## **Description**

Have not been able to resolve an on going issue with Comcast internet service provider in regards to an LPL Financial web site(<https://branchweb.lpl.com/WebShell/Default.aspx>). This is a known issue to Comcast and LPL Financial Tech support. However, every attempt to get technical help from Comcast to resolve the issue has been futile. Apparently the problem is with all Comcast customers in Oregon. Without full access to our Employers site, we are losing business and money. I have personally called Comcast several times over the last two weeks for assistance. Only to be told by Comcast there is no issue. Denial is their mantra. In my case, I have no other option for an ISP. We need your help.

Thank You

---

**Ticket: # 750896 - net neutrality - inpeading connection speed**

**Date:** 1/12/2016 6:48:51 PM

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

**Company Complaining About:** Comcast

---

## **Description**

I have been having connection issues with the internet the past 3 weeks or so. Comcast is my ISP. I called to ask about my connection speed and was told it is the speed that I was paying for. Then I was told that for "only \$9.99 additional per month" I could increase my speed 3X. I haven't had a problem prior to Christmas but now my web browsing speed is creeping. I was given a hard sell by the Comcast rep saying that if I wanted a decent connection I'd have to upgrade my package! I've attached a copy of the discussion I had with the Comcast rep. This seems to be a bait and switch practice. Back when I moved into Evanston in 1999, I got basic cable for my TV connection and basic internet for my web browsing and email. At the time (for 6 months) I received additional channels outside of the 'basic package', At that time I asked comcast what service I was subscribed to and was told 'basic', 6 months into cable service anything NOT on broadcast was discontinued. When i called to ask why I no longer received Turner (as one example), I was told that that they mistakenly gave me additional services but didn't charge me for it, so they removed them. This happened to a few of my local friends as well. Isn't this just another form of bait and switch? Is this a common practice among ISP's and cable providers?

---

**Ticket: # 760564 - Unsubscribe results in greater volume of spam**

**Date:** 1/19/2016 12:00:21 AM

**City/State/Zip:** Rockford, Tennessee 37853

**Company Complaining About:** Charter

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### **Description**

I'm writing to file a complaint against a company whose web domain is <http://sixfouryellow.com> there is no option to unsubscribe as filling in there unsubscribe request only results in a greater volume of spam emails and I am constantly flooded by over 100 emails from this company per day.

---

[Ticket: # 751120 - Hijacking](#)

**Date:** 1/12/2016 8:10:41 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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### **Description**

Comcast has hijacked my internet by using pop up ads while I'm browsing to try and get me to buy their new modem. They continue to pop up after I exit out. This is getting out of control.

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**Ticket: # 751269 - Comcast's Direct violation of the CFAA (Computer Fraud and Abuse Act)**

**Date:** 1/12/2016 9:31:02 PM

**City/State/Zip:** Falls Church, Virginia 22046

**Company Complaining About:** Comcast

---

## **Description**

Comcast has been injecting popup ads onto a user's usage of the internet with no opt-out method other than upgrading to a Comcast brand modem. Violations include:

-hijacking

-copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work

-violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain

---

[Ticket: # 751290 - Comcast slowing down speeds in my apartment](#)

**Date:** 1/12/2016 9:45:19 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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### **Description**

I have Comcast's internet in my apartment building I do not get the speeds that I pay for. I have the 25mbps internet but I usually get less than 5mbps of internet speeds. The slow speeds have affected me getting my school work done. I feel that my (along with many other customers) internet is being illegally and intentionally slowed down since I know someone who had the same issue with Comcast and his internet was perfect as soon as I filed a complaint with the FCC.

---

[Ticket: # 751303 - Comcast Hijacking and injecting ads into network content](#)

**Date:** 1/12/2016 9:48:28 PM

**City/State/Zip:** Los Alamos, New Mexico 87544

**Company Complaining About:** Comcast

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## **Description**

Violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain.

Copyright violation, Comcast is trying to inject ads into websites that may or may not have ads to start with the result is a decision that was not creatively inspired or intended by the original content creators and in some cases may be hurting their profits or, their content.

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**Ticket: # 751419 - Comcast 300GB Cap**

**Date:** 1/12/2016 11:15:44 PM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Comcast

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### **Description**

Comcast has placed a cap on Nashville, TN residents for 300GB monthly. There's no accurate way to track usage, except for their usage meter which is a couple of days behind. One month I paid over \$175 just for Internet. This cap is absurd!

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[Ticket: # 751398 - Comcast](#)

**Date:** 1/12/2016 10:59:25 PM

**City/State/Zip:** Medfield, Massachusetts 02052

**Company Complaining About:** Comcast

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### **Description**

Comcast is cancer this pop up comes up every few tabs I open, this can not be allowed. They should not be allowed just to shove ad in my face with out my permission if I pay for their service already - its harassment.

---

[Ticket: # 751414 - FCC/ Comcast are in bed with each other](#)

**Date:** 1/12/2016 11:11:06 PM

**City/State/Zip:** Mechanicsville, Virginia 23111

**Company Complaining About:** Comcast

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## **Description**

My isp is injecting ads to replace and upgrade my modem into my internet browser, and I can't get it to be removed so I can browse the internet. It doesn't give me an option. My network hardware is new.

They are also charging above market value for relatively slow service.

---

[Ticket: # 751425 - Comcast browser hijack](#)

**Date:** 1/12/2016 11:19:46 PM

**City/State/Zip:** Spotsylvania, Virginia 22553

**Company Complaining About:** Comcast

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## **Description**

hijacking, copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work and violation of the CFAA with respect that you and the website are the ones communicating, and they are hacking the communication chain

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**Ticket: # 751492 - Regarding Comcast and their use of 'Pop-up' ads in order to force users to upgrade their modem**

**Date:** 1/13/2016 12:55:54 AM

**City/State/Zip:** Colorado Springs, Colorado 80918

**Company Complaining About:** Comcast

---

## **Description**

Comcast has pushed forward a new system to some users in which the user will have intrusive "pop-up" advertisements appear as they browse the web. These advertisements can not be opted out of, unless the user upgrades his or her modem at their own expense. This is hijacking of the security of the users, the functionality of their devices, and our liberty to use the internet as we please in a legal manner. Comcast is also infringing on copyright law. Many websites are copyrighted, and Comcast is opening a derivative work from their website without proper authorization, which is illegal. According to the CFAA, the user and the website should be the only ones communicating when browsing the internet, the service provider, in this case Comcast, has been left out of this arrangement and cannot legally participate. Comcast is destroying this stable chain of communication with this practice, and they deserve adequate punishment. Comcast is a company that believes itself to be above the law, justice needs to be brought down upon them, not ignorance.

---

[Ticket: # 751520 - Comcast performing man-in-the-middle attacks on websites](#)

**Date:** 1/13/2016 1:34:34 AM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

When visiting websites in an area where Comcast provides faster service than one's modem can support, Comcast will display a pop-up ad on pages frequently urging them to upgrade their modems. I believe that this legally counts as hijacking, violation of the Computer Fraud and Abuse Act, and potentially also copyright infringement (as they are making a derivative work of the websites).

Comcast cannot be allowed to perform these man-in-the-middle attacks, as this is a violation of the expectation of privacy and security on the modern web. This is no different than a hacker injecting content into web connections.

---

**Ticket: # 751535 - Verizon Wireless Phone is acting up.**

**Date:** 1/13/2016 2:37:32 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

I'm a Verizon Wireless Customer and somehow someone is tapping in to my Phone calls and is preventing me from talking with Guruaid when my PC needed to be Fixed. I was unable to access Guruaid on my PC after I tried to Logmein over 17 tries unsuccessfully. Tomorrow, 1/13/2016 a technician is coming to my house to try to figure out why Comcast can't see me when they try to send a signal to my Router@ Modem. They said that someone is hacking my account and I can help Prove that fact with all my personal Information being Stolen except for mu other bank Accounts i have had to Change my Credit Card out because someone was using all my Information to make Credit cars Purchases with Verizon Wireless as well as Big Option where I had a Stock trader managing my account and then I fired her. someone has placed 17 Trades at BIGOPTION, that i never Placed. These trades are losing Money and I have to counter the Trade just to make myself Break Even.

---

**Ticket: # 751586 - Bandwith Cap**

**Date:** 1/13/2016 9:33:30 AM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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## **Description**

Hello,

Since I'm a cord cutter I use streaming services quite frequently. If I use the HD version of streaming I hit my 300GB cap by the middle of the month. This needs to stop. It's not right to limit peoples access to the internet and charge them huge overage fees.

---

[Ticket: # 751901 - Hijacking Web sites](#)

**Date:** 1/13/2016 12:09:10 PM

**City/State/Zip:** Littleton, Colorado 80127

**Company Complaining About:** Comcast

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## **Description**

Comcast has been hijacking information that websites have been delivering. Instead of receiving the information requested, a pop-up appears telling us to upgrade our modem because we aren't getting the full speed of the Internet. People with top of the line modems have been getting this pop-up! Comcast is infringing on laws set in place on fair communication and I won't stand for it.

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[Ticket: # 753273 - throttling](#)

**Date:** 1/13/2016 7:15:21 PM

**City/State/Zip:** Empire, California 95319

**Company Complaining About:** Hughes Net

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### **Description**

Once AGAIN I have been extorted into using extra "tokens" to bring my speed back up. I WILL CONTINUE TO COMPLAIN ABOUT THIS EVERY TIME IT HAPPENS UNTIL YOU MAKE THEM STOP!!!!!!!!!!!!!!

---

**Ticket: # 753322 - internet with ATT**

**Date:** 1/13/2016 7:55:27 PM

**City/State/Zip:** Stockton, California 95219

**Company Complaining About:** AT&T

---

## **Description**

Issues with internet and e mail internet speed/having to use Yahoo to login for e mail account purposes and out sourcing overseas - i have enough to worry about with the OPM breach and all the headaches it has caused me without dealing with people overseas that can hardly speak English - i am not going to apologize for my concern for internet security especially when i am an veteran and U.S. Citizen whose information has been compromised already and trying to utilize the internet and now have to worry about who is accessing my data base - please contact me if you have any concerns or questions - thank you - it seems that they cannot resolve my internet issues such as sending an e mail - pop ups and filtering spam properly nor do they have a department that handles fraudulent emails and spam specifically as i have been having issues with that as well and have already alerted the FBI - thank you

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**Ticket: # 753475 - Comcast Internet**

**Date:** 1/13/2016 9:58:38 PM

**City/State/Zip:** Elkridge, Maryland 21075

**Company Complaining About:** Comcast

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### **Description**

I am paying for a 25mb internet connection with Comcast and the quality of the youtube.com stream is playing at 144p, which is less than standard broadcast tv. I have better video quality with my wireless service provider, sprint, than with my cable internet connection. It is very frustrating to pay over \$60 dollars a month for this type of service. Attached is a screenshot of my youtube.com quality settings. The video will not play when I try to change the quality to 720p.

---

[Ticket: # 753847 - Data Caps](#)

**Date:** 1/14/2016 11:44:14 AM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Why aren't you stopping this? How is it fair? If you used Netflix ALONE, 300 gigs a month isn't nearly enough. It's purely a money grab. When will you shut monopolies like Comcast down and split them up like Microsoft? You know the next generation is right around the corner and we won't be forgiving for shutting down progress. Shameful. Both Comcast and the FCC.

---

[Ticket: # 753904 - Data usage discrepancy](#)

**Date:** 1/14/2016 12:04:38 PM

**City/State/Zip:** Davie, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

I have reported to Comcast that their Data Usage tracking is inaccurate. My router connected directly to my cable modem records every byte of data usage continuously. Also both devices are connected to a backup UPS so they never lose power. I have to monitor the usage closely so i don't go over my allotted 300 GB every month using Sling TV, Netflix, Hulu, online Gaming etc.

---

[Ticket: # 754004 - Comcast blocking HBO GO from my Playstation 3](#)

**Date:** 1/14/2016 12:51:15 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** Comcast

---

### **Description**

I pay Comcast a good sum of money every month for access to Internet and movies. I do not pay Comcast money to tell me what I can and cannot use to stream my movies with.

It is amazing how the FCC would let Comcast get so big that it can ignore rules that the FCC create.

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**Ticket: # 754517 - inconsistent and inadequate services**

**Date:** 1/14/2016 3:39:58 PM

**City/State/Zip:** Fruitland, Utah 84027

**Company Complaining About:** Strata Networks

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## **Description**

My local isp which monopolize the area i live in has inconsistent and inadequate download and upload speeds and keeps raising the cost stating that the data speeds are faster, when in fact I can't even operate 2 devices simultaneously and can't sync even one device completely.

In addition after three plus years of difficulties they were installing fiber optics into this area, unfortunately when net neutrality was signed they terminated the installation. They have deprogrammed my modem when I was working with them trying to rectify some connection issues leaving me without services for almost a week.

---

**Ticket: # 755050 - The ability to use the hot spot application on phone 203-804-2716 has been disabled**

**Date:** 1/14/2016 7:21:17 PM

**City/State/Zip:** Guilford, Connecticut 06437

**Company Complaining About:** AT&T

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## **Description**

I recently update a phone (b) (6) ) on my account and upon activation the ability to use my hot spot application was disabled. I own this phone and prior to this change have always had the ability to create a hotspot. I have not changed my data plan in over 10 years

I have called AT & T customer specialist three times and have been informed that any line with unlimited data has the ability to tether/use the hot spot capabilities of the phone disabled.

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**Ticket: # 755527 - Data Cap**

**Date:** 1/15/2016 3:26:59 AM

**City/State/Zip:** Freeport, Maine 04032

**Company Complaining About:** Comcast

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**Description**

499312 was my last ticket number and I hope you guys can pull up my previous complaint. I was told I would receive a call about the issue and I did, once and was left a message to call back. When ever I did I was told this person was out and would contact me back, not once did I get through. Then I got updated saying Comcast came back with a response and I would receive in the mail 7-10 days a follow up of my report, well I got nothing. I gave up, but have been told to try this process again and hope I can finally be heard, if you can read my last complaint with Comcast then nothing has changed.

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**Ticket: # 756270 - Cap on Internet Usage**

**Date:** 1/15/2016 2:08:00 PM

**City/State/Zip:** Huntsville, Alabama 35801

**Company Complaining About:** Comcast

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## **Description**

Last month at the end of the month we got hit with a warning that we already used our 300 GB of data in our internet plan. This month by the 15th we already received a warning that we exceeded our 300 GB data. There has not been any change in the way we are using the internet to watch TV since we cut the cord. I highly doubt they measurement of our internet use is correct. Nothing but a scheme to make more money and switch customers to a higher paying plan. Not much is required apparently to use 300 GB of data in 15 days. This day and age where people use more and more electronic devices, they need to remove data usage caps period. And a lot of customers do not have the option to switch to another Internet provider. Unfair.

---

[Ticket: # 756495 - T-mobile binge on and net neutrality](#)

**Date:** 1/15/2016 3:19:55 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** T Mobile

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## **Description**

I am concerned that t-mobiles binge on violates net neutrality .

Also when T-mobile launched binge on, it was active on my account by default, and actively slowing my connection speed, and I wasn't even notified. I only found out through the media. It was difficult to find how to deactivate it.

---

**Ticket: # 756855 - sTDS Telecom impersonator**

**Date:** 1/15/2016 5:35:53 PM

**City/State/Zip:** Knoxville, Tennessee 37934

**Company Complaining About:** Tds

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## **Description**

While attempting to access my healthcare account on 1/13/16, I accidentally mistyped the URL and typed in www.ummyhc.com. I noticed that the url changed to ww3.... and immediately tried to exit but a message popped up stating my security had been compromised with spyware and that I should call (b) (6). The message used TDS's name and told me I should not order anything over the internet until I had called this number to solve the problem. I turned off my computer and contacted the number I had for TDS. They told me that it was a scam and that I had nothing to worry about since I had not called the number. Today, 1/15/16, I received a taped phone call stating it was from TDS telling me that my contact email with them had recently been changed and that they were required by the FCC to contact me and if that was not the case then I should call (b) (6). I did not call that number but did call the number I have for TDS and was informed by the representative that they will never call me. I am reporting this to you because this is a scam and it should be stopped. I have a phone that lists incoming calls and the call from the scammer came from (b) (6) and shows TDS Telecom on caller ID. It is not TDS. I am very concerned that innocent people will be hurt by this scam. I hope this is enough information for you to build a case.

---

[Ticket: # 757155 - T-Mobile openly admitted to throttling](#)

**Date:** 1/15/2016 7:55:23 PM

**City/State/Zip:** Fort Worth, Texas 76123

**Company Complaining About:** T Mobile

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## **Description**

I was at work one day and wondering why my internet was moving so slow... so i contacted t mobile rep via chat (which ive attached) and they basically told me that my speeds wont go back to normal until the start of my cycle. I complained on their site and they told me that bc I'm considered a heavy user they give prioritization to other users who are not over 23 gb... I was amazed and pissed off... because they advertise unlimited data at 4g and told me that i should pay for a data package if i want to keep those speeds...

---

**Ticket: # 757348 - Internet As A Utility/Data Caps**

**Date:** 1/15/2016 10:28:05 PM

**City/State/Zip:** Hixson, Tennessee 37343

**Company Complaining About:** Comcast

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## **Description**

Why haven't we started treating the internet like water, heat or electricity? In 2016, you literally (and I mean LITERALLY) need the internet to function in society. This is an inarguable point. Why do companies like Comcast get to price gauge, and take advantage of what is a necessity to the American public?

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**Ticket: # 757763 - Data Cap**

**Date:** 1/16/2016 1:50:32 PM

**City/State/Zip:** Royse City, Texas 75189

**Company Complaining About:** Sudden Link

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### **Description**

When I signed up for service, pricing was based on speed and not data limit as it was not mentioned anywhere on their sales page. Now it appears that Suddenlink like many others has tiered it's customers into capped data plans.

---

[Ticket: # 758368 - Incorrect metering of data usage](#)

**Date:** 1/17/2016 9:37:35 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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### **Description**

Comcast 's "My Data Usage" web page is reporting that I have used 103 GB of data so far this month. My home router measures my data usage, and reports that I have used 86.45 GB.

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[Ticket: # 758456 - Comcast capping home internet usage](#)

**Date:** 1/17/2016 1:51:04 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast

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## **Description**

Comcast is using its monopoly of broadband internet to hurt customers for using direct competition to traditional television (i.e. Netflix, Hulu, YouTube etc). Because many people in this country have no other options for home internet there is nothing they can do about this predatory practices. Comcast is an isp and should not be allowed to cap Americans access to infrastructure built with tax payer money. Now days access to the Internet is as important to business as electricity or water.

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[Ticket: # 782747 - Obscenity on Wikipedia](#)

**Date:** 1/30/2016 1:58:03 PM

**City/State/Zip:** Slidell, Louisiana 70460

**Company Complaining About:** Charter

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## **Description**

A manga bukkake scene is graphically depicted on Wikipedia.

<https://en.wikipedia.org/wiki/Bukkake>

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[Ticket: # 758477 - Internet data cap](#)

**Date:** 1/17/2016 2:20:05 PM

**City/State/Zip:** Austintown, Ohio 44515

**Company Complaining About:** Armstrong

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### **Description**

Armstrong cable sets limits on data usage. I have no other comparable options in my area for Internet

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**Ticket: # 758955 - Verizon DSL**

**Date:** 1/18/2016 2:36:06 AM

**City/State/Zip:** Moneta, Virginia 24121

**Company Complaining About:** Verizon

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## **Description**

I live in a fairly rural area (Moneta, VA) and very slow DSL Internet from Verizon (1-3 Mbps) is the only fixed Internet available to me. I have had issues with my connection for the past 4-5 months. I lose service (always on their end), report the problem, and am then told there is an outage in my area. It usually gets resolved in 24 hours. This happens numerous times monthly. I recently started documenting the date and duration of the losses, and in January alone this has happened on six different days for a total of roughly 73.5 hours so far. It is my belief that Verizon is intentionally disrupting my connection to phase out their DSL services. Doing this would allow them to avoid replacing the old copper phone lines with the fiber optic cables needed for fast Internet speeds. Of course, I can't prove this, but I have read about others online having the same experience.

---

**Ticket: # 758959 - Comcast blocking straming onRoku**

**Date:** 1/18/2016 3:11:26 AM

**City/State/Zip:** Nantucket, Massachusetts 02554-2830

**Company Complaining About:** Comcast

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## **Description**

I have Comcast as and ISP and I also have HBO. I do not have nor do I want cable so I use a ROKU however Comcast has blocked my ability to view my HBO subscription on my ROKU device. Every time I follow the activate instructions I get a message from Comcast that reads " Good news! You already have HBO as part of your XFINITY subscription"- Comcast blocks and doesnt allow my ROKU to activate. I'm furious because the only other way to view my paid HBO subscription is to be forced to watch from Comcast on a computer only OR to sign up with HBO separately and pay an additional \$14.99. essentially would be paying TWICE for the service.

This is unacceptable, poor customer service, and is a violation of net neutrality. I am paying for my service and should be able to view it through any device of my choice. Comcast has offered to "solve" the problem by giving me a cable box that I expressly told them I do not want. Please assist.

---

[Ticket: # 759167 - Karma go service](#)

**Date:** 1/18/2016 12:03:15 PM

**City/State/Zip:** Not Needed, Illinois 00000

**Company Complaining About:** Karma Go/sprint Network

---

## **Description**

I think they basically scammed us with the speed bait and switch. They should be shut down and someone should probably go to jail.

I'm not giving you all my contact information it hardly matters. In general quality Internet is too expensive and the government and big business have a vested interest in keeping it that way. The digital divide widens every day in America and we fall behind as better inter-netted countries prosper with cheap and ubiquitous open net access for all. Ten billion contracts and rules and trillions of dollars while other parts of the world leave us in the dust. This comes from an IT person. Have a nice day.

---

**Ticket: # 770476 - hurting on domestic wiretaps, US Military taps misused yesterday and now, and US Marine taps always misused and causing confusion and arguments, and**

**Date:** 1/24/2016 12:24:05 AM

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

**Company Complaining About:** Straight Talk

---

## **Description**

private, US Military and US Marines domestic wiretapping or wiretappers and private gated golf communities, in the Fort Myers Florida Lee County area of Florida, here where Drunk on Your Love in my favorite song right now, and God bless Beyonce.com and (b) (6), again Park Mgmt, or any place that she created or started her business, thanks SBA and also the BBB for helping with the internet privacy rules and regu. as to the availability and any interference with anything that is electronic connect to teh (b) (6) (b) (6). Fort Myers Florida even at night and especially around 2:30 PM daily, and the weekends, thanks for the arts and entertainment and anything that occurred today even regarding any internet news feed that connects to the NY Times Newspaper and magazines too this past week especially OWN and Oprah's magazine and People and anyone that is connected to any internet news feed, that may be dealing with copy right infringement and especially the Cyrus' and their daughter and also Hannah Montana and Procut Inc. in Arizona and ORIdono and even Fort Myers FL for any access to their internet site for former model and talent and also for the SBA in Fla. and even New Jersey and for the access to the local sites here in South West Fla, etc. thanks for the NJ anything internet feeds that help with RAIN and wear and also anything regarding HUD and wiretapping and eavesdropping and considering music and the domestic wiretaps and cops and also law enforcement that is not abusive even intrusive and obtrusive and obstructive, in order of the US constitution on rights to pursue freedom religion, and peace, thanks LORD for today and for CMT, the NFL PA and for Hershel Junior Walker, and for any law enforcement that is working with the communications offices there at the players assoc. at any major or minor league professional sports arena even golf, tennis and then water polo, fishing and then the Olympics thanks for the integration of internet feeds particularly the NAACP and anything that precedes that internet site or connects to it as far as fairness, and equality for all men, God bless, using the name above all names..Jesus amen.

---

**Ticket: # 759611 - Internet problems**

**Date:** 1/18/2016 2:58:00 PM

**City/State/Zip:** Nelsonville, Ohio 45764

**Company Complaining About:** Nelsonville Cable

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## **Description**

Nelsonville cable is our only cable provide in our area but have so manny issues with their internet. Having pop ups like crazy eventhough it block but still pop up. Secondly my computer crash un expectly. Their internet often disconnected. I try to get different internet provider and they say they under contract which is stupid cuz we as customer should have rights to change provider in country. It been frustrating cuz internet is slow as hell n cant increase mbps as faster speed internet. So expensive 65 monthly is too much.. Cant use our own modem to drop price to save money.. High number people in nelsonville are on low income.. Really like to get different provider out in country because provider now is dirty n greedy with \$. Where is our rights to choose providers n be satisfy??

---

[Ticket: # 759804 - refusal to remove cox installed cookie](#)

**Date:** 1/18/2016 4:23:51 PM

**City/State/Zip:** Portsmouth, Virginia 23704

**Company Complaining About:** Cox

---

## **Description**

Cox, without our permission or request installed one of their cookies. Despite repeated requests Cox has declined to remove the cookie titled "enhanced error." In the last discussion with Cox's Dixie T, the latter refused to acknowledge an understanding of the complain and kept requesting additional non relevant data in order to delay and frustrate the repeated request.

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[Ticket: # 760217 - internet capping](#)

**Date:** 1/18/2016 7:05:52 PM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** Comcast

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### **Description**

I am very unhappy that xfinity is capping internet service- I have been a customer for a very long time and it is un heard of that they would be able to suddenly cap my service

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**Ticket: # 760287 - Comcast unavoidable 300GB data cap**

**Date:** 1/18/2016 7:39:43 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Despite paying for "performance internet" at \$50 a month, we're being discourage to use our utility by an imposed 300 GB a month cap. As two freelance filmmakers, 300GB is discouraging our research and development of our careers. It's also sad that I'm now having to make conscious choices, weighing the pros/ cons of my internet usage especially if it's a simply for-profit ploy. As we will be paying potentially more then \$20 extra in overage fees with more then a week left in the month, I'm left looking for alternative ISP's and having no luck. It's sad, but somewhat expected that we would somehow be punished for "cable-cutting" and using the internet to watch our entertainment, research our interests and communicate with others. I hope the FCC will look into this net neutrality issue even before this become a nation wide Comcast policy, which will surely be delayed and only exploit large markets such at Atlanta.

---

**Ticket: # 760489 - Fear of throttling from Comcast**

**Date:** 1/18/2016 10:16:34 PM

**City/State/Zip:** Troy, Michigan 48085

**Company Complaining About:** Comcast

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## **Description**

I like to watch a lot of Youtube, and most nights, I am struggling to watch even normal videos at 720p, well I can stream Netflix, Hulu, HBO, ESPN, etc. just fine. I have run multiple speed tests which show a speed of around 30 Mbps, which is normal, but when I watch a Youtube video, the "Stats for Nerds" menu on the video shows a connection speed of around 2 Mbps, making it nearly impossible to watch anything of decent quality.

---

[Ticket: # 760830 - Weightwatchers.com not compliant with CAN-SPAM - will not allow me to unsubscribe](#)

**Date:** 1/19/2016 10:54:04 AM

**City/State/Zip:** Issaquah, Washington 98029

**Company Complaining About:** Comcast

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## **Description**

I have been attempting to unsubscribe from emails from Weightwatchers.com. The emails have an unsubscribe link as required, but when clicking on that link I am taken to a page that asks me to enter my email address to "manage subscription options". Entering my correct email address and pressing the Submit button only causes the page to refresh. I have tried this with mobile browsers, Google Chrome and Microsoft Edge - none work. I believe Weightwatchers is purposely ignoring unsubscribe requests in violation of CAN-SPAM

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[Ticket: # 761203 - Comcast's violation of the FCC's Open Internet rules](#)

**Date:** 1/19/2016 1:10:13 PM

**City/State/Zip:** Fort Lauderdale, Florida 33306

**Company Complaining About:** Comcast

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## **Description**

Comcast is limiting monthly data in order to drive sales of their cable TV packages.

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[Ticket: # 762518 - Comcast unfair implementation of Data usage limits on Internet bandwidth](#)

**Date:** 1/19/2016 9:18:25 PM

**City/State/Zip:** Buford, Georgia 30519

**Company Complaining About:** Comcast

---

## Description

I have been a customer with Comcast for over 15 years and over the last three months I received pop messages and emails notifying me my internet data usage has exceeded the monthly 300 gb data. I was shocked not only to find out that they enrolled my account in a trial for this program without my knowledge but also about the extra \$10.00 for each 50GB of additional data that was used.

I never agreed to participate in this trial and despite this I am being forced to participate in this program. My understanding is that this trial has been unfairly forced upon customers.

I called Comcast about this issue and they said that the only way to get unlimited data is to pay an extra \$30 monthly fee. This is ridiculous and unfair monopoly by Comcast as they know that they are the only broadband provider in my neighborhood.

I am requesting the FCC to investigate this issue and contact Comcast about these unfair practices

Additionally I have noticed that my internet speeds have declined when I reach the 300gb limit and also after calling Comcast and inquiring about the data limits, it appears my usage and speed was limited.

Thank you.

---

**Ticket: # 762558 - Comcast/HBO Go Blocked**

**Date:** 1/19/2016 9:48:33 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17112

**Company Complaining About:** Comcast

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### **Description**

I want to watch HBO Go on my PS3 device. I pay for Comcast and HBO is included. Comcast blocks subscribers from enjoying this services siting contractual issues. Monopoly rules. Help us!

---

**Ticket: # 762593 - Caller ID**

**Date:** 1/19/2016 10:27:54 PM

**City/State/Zip:** Madison, Alabama 35756

**Company Complaining About:** AT&T

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## **Description**

Wrong area / city showing on my phone caller ID when I call any phone, it shows up as the city of Arab, Alabama my phone # (b) (6)

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**Ticket: # 762730 - Comcast data "caps"**

**Date:** 1/20/2016 1:39:45 AM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast

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### **Description**

Comcast without saying anything, charging after 300gig but doesnt say what those 300 gigs were used on, innacurate. And then charging overages for using more than posted. Videos are almost 1-3 gigs an hour on netflix with 4 people in the house connected on wifi that is a little ridiculous

---

**Ticket: # 764753 - ATT**

**Date:** 1/20/2016 8:39:50 PM

**City/State/Zip:** Winston Salem, North Carolina 27103

**Company Complaining About:** AT&T

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## **Description**

ATT is now using Sponsored Data Program to significantly hurt Net Neutrality. I thought the FCC banned this behavior? Please, please stop this before it gets out of hand. Stopping these plans should be easy.

---

[Ticket: # 770345 - TI STalking](#)

**Date:** 1/23/2016 8:42:27 PM

**City/State/Zip:** Greenville, South Carolina 29604

**Company Complaining About:** Charter

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## **Description**

Interference with my internet usage in every way. They took over two computers and crashed one. I had to not put any personal information on this computer, in order to use the system.

---

**Ticket: # 763784 - Transfer Address Internet Connection Issue**

**Date:** 1/20/2016 3:17:51 PM

**City/State/Zip:** Quincy, Massachusetts 02169

**Company Complaining About:** Comcast

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**Description**

On my first call, I told them my address has changed. The customer representative told me it will take 12 hours for the connection to be activated.

I tried the connection on the next day and it's well over 12 hours. It didn't work I gave Comcast another call and the representative asked for my mac address. She ask me to wait a moment and the phone became quiet.

Then I gave a new customer representative another call. After waiting a while, he told me the new work order takes until 12am.

I gave another representative, (b) (6) a call. She was activating the connection but it was blocked by the open work order. This took 20 minutes. She told me to tell the rep to read the notes on my account. She transferred me to the billing department with a customer service representative named (b) (6). She was trying to activate the connection but it was blocked. She said she will transfer me to the Transfer department but the line went dead and hung up on me.

I've been dealing with this issue for over 2 hours and the last two reps promised they will get the connection activated but it never did. I need the connection to access the company email to do some work. Now my work is delayed. I need a working connection as of today.

---

[Ticket: # 769425 - Billing and internet](#)

**Date:** 1/23/2016 12:34:59 AM

**City/State/Zip:** Fajardo, Puerto Rico 00738

**Company Complaining About:** Libertypr

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### **Description**

Se supone q mi internet sea de 20 mb y la velocidad nonllega a eso se queda en 10-15 megas, aparte q la factura la aumentan cada rato sin aviso previo...

---

**Ticket: # 764043 - Excessive Cable/Internet rates by Comcast/Xfinity**

**Date:** 1/20/2016 4:29:40 PM

**City/State/Zip:** Penn, Pennsylvania 15675

**Company Complaining About:** Comcast

---

**Description**

In less than 5 years, my Comcast cable/internet bill has increased by 42.8% with NO requested changes to my service plan. (from April 2011 to present)

Just this month, Comcast has increased my cable/internet bill by 7.5% from last month's bill, with NO changes to my service plan. (from Jan. 2016 to Feb. 2016)

I currently have a minimum cable package and cable internet from Comcast. I called Comcast to ask what could be done to reduce my bill. All that I received from Comcast representatives were "packaged" plans/options that would essentially INCREASE my bill, after the "introductory offer" expired.

I wish there were more than 2 internet provider choices in my area! With the current monopolistic offerings from the giants, Comcast and Verizon, I feel like I am at the butt end of a price gouging joke.

---

**Ticket: # 769498 - Ghost Banned**

**Date:** 1/23/2016 3:15:17 AM

**City/State/Zip:** Pennsburg, Pennsylvania 18073

**Company Complaining About:** Google (youtube)

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### **Description**

YouTube has ghost banned any participation by me in online interactions. It is completely unjustified and unwarranted. I feel it was to silence my voice regarding my political opinion.

---

**Ticket: # 764073 - T-Mobile "Binge On" Net Neutrality Violation**

**Date:** 1/20/2016 4:34:48 PM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** T Mobile

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**Description**

As a customer of T-Mobile, I was automatically enrolled in their Binge On program without being given an opportunity to decline enrollment. The Binge On initiative alters content being delivered over my connection, and exempts certain content from usage metering. While T-Mobile may have had good intentions with this program, it sets a very bad precedent for net neutrality. T-Mobile should face punitive action to set an example for other ISPs that may be considering similar programs.

---

**Ticket: # 764190 - Sponsored Data programs of T-Mobile, AT&T and Verizon**

**Date:** 1/20/2016 5:00:52 PM

**City/State/Zip:** Oxford, Ohio 45056

**Company Complaining About:** Verizon Wireless

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### **Description**

The sponsored data programs violate net neutrality by allowing the corporation undue influence and control. Please keep the internet free and out corporate hands

---

[Ticket: # 764436 - Binge On Program at T-mobile](#)

**Date:** 1/20/2016 6:18:22 PM

**City/State/Zip:** Burbank, Illinois 60459

**Company Complaining About:** T Mobile

---

### **Description**

I really don't like the idea that I can go to some sites without using data but I can't go where I want for free. Please investigate T-mobile and other carriers that are preventing new things from becoming popular!!

---

**Ticket: # 764737 - Comcast in Baltimore**

**Date:** 1/20/2016 8:34:26 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** Comcast

---

## **Description**

Comcast has an absolute monopoly on ALL high speed internet in Baltimore city. I am moving into a new house, buying one actually, and the only company with sufficient internet in Baltimore city is Comcast. Three miles away in Baltimore county my parents have Verizon, however Verizon high speed internet is not available within the city limits (by no choice of their own). I sometimes need to upload / download large files for work, and I am 100% constrained to Comcast. There are satellite options, and DLS options, which are both fairly slow, spotty, and antiquated at this point. I believe some sort of contract was signed by a previous mayoral administration in this city, and Comcast is the only company allowed operate or lay cable internet lines in the city, and has been for over a decade now. I believe this to be a government sponsored monopoly, which should not be supported by the FCC, and should in fact be actively fought against. Consumers deserve a choice, please help enable this city of over 600,000 to get one.

A concerned citizen,

(b) (6)

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**Ticket: # 764760 - Text message Spam**

**Date:** 1/20/2016 8:44:42 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** (b) (6)

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### **Description**

Receiving unwanted Spam text messages, never subscribed and sender ignores my unsubscribe requests. Likely robot spamming text messages, receiving them 3x a week. Number sending them is:

(b) (6). The company's name is: (b) (6)

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[Ticket: # 764815 - Net neutrality sponsored data](#)

**Date:** 1/20/2016 9:26:19 PM

**City/State/Zip:** Charlotte, North Carolina 28207

**Company Complaining About:** Verizon

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### **Description**

I am concerned that my wireless provider Verizon is violating the spirit and possibly the law regarding their sponsored data plan. Please protect the Internet and free speech by stopping wireless providers from doing this

---

[Ticket: # 765020 - Net Neutrality Not Effective](#)

**Date:** 1/21/2016 12:28:02 AM

**City/State/Zip:** Providence, Rhode Island 02908

**Company Complaining About:** Verizon

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### **Description**

Bandwidth not consistent with advertised speeds in my contract of 150Mbps/150Mbps often only getting 5-10Mbps Download and 5-10Mbps on upload very rare if I get advertised speed.

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[Ticket: # 765031 - Cell Phone Net Neutrality](#)

**Date:** 1/21/2016 12:46:39 AM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Verizon Wireless

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### **Description**

1. sponsored data programs are in violation of the spirit of net neutrality
2. sponsored data gives carriers too much control
3. extra fees make the services I want to use more expensive

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[Ticket: # 765136 - Comcast data cap](#)

**Date:** 1/21/2016 7:25:01 AM

**City/State/Zip:** Rossville, Georgia 30741

**Company Complaining About:** Comcast

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## **Description**

There is no way to see a daily usage of data used. They start charging for data used and there chart shows I'm using more data now. There chart is a lie. I was away from home for a few days all computers were turned off when I got back they show I used 10 GB of data. There is no way I used that. This is a scam.

---

[Ticket: # 769184 - AT&T Sponsored Data](#)

**Date:** 1/22/2016 8:20:37 PM

**City/State/Zip:** Troy, Michigan 48085-3601

**Company Complaining About:** AT&T

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## **Description**

AT&T automatically opted me into sponsored data which does not support net neutrality and were reluctant to opt me out of the service that was unwanted and unwarranted.

---

[Ticket: # 766357 - Email Issues, Internet Service Provider Issues, Cellular Phone Issues, Personal Data Issues](#)

**Date:** 1/21/2016 4:33:41 PM

**City/State/Zip:** Pine Lake, Georgia 30072

**Company Complaining About:** Verizon Wireless

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## **Description**

I am not able to log into my Microsoft accounts due to internet service provider and cellular phone issues. I am disabled and need assistance with solving some of these issues.

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**Ticket: # 766946 - Xfinity**

**Date:** 1/21/2016 7:45:42 PM

**City/State/Zip:** Charleston, South Carolina 29412

**Company Complaining About:** Comcast

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## **Description**

I live in where xfinity has a monopoly, they are the only ISP. They in the time i have been with them have rolled out dozens of new "fees". From charging for a technician to come out to fix the service when it goes down and is their fault so that i have to further pay for a service im already paying for, to the new overage fees I have suddenly been slapped with without changing the amount percieved usage. There is zero transparancy with their practicies. this illegal monopoly needs to end. They can charge me to use the internet but exempt their own streaming services from these "caps" . this to me seams like a direct bully tactic to improve their own monopoly and force internet users under their current monopoly to utilize only their streaming services.

---

[Ticket: # 766990 - comcast data caps for shreveport, LA](#)

**Date:** 1/21/2016 8:19:12 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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### **Description**

I have been a comcast customer for more than 5 years. Recently, they have imposed data usage caps and my bill has doubled. This practice seems illegal and I would like action taken against this company. In shreveport, there is no other cable company to go through and comcast is monopolizing this market.

---

[Ticket: # 767208 - T-Mobile, AT&T, and Verizon with Sponsored Data is bad idea!](#)

**Date:** 1/21/2016 10:10:24 PM

**City/State/Zip:** Placerville, California 95667

**Company Complaining About:** T-mobile, At&t, And Verizon Wireless

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## **Description**

Sponsored Data violates the spirit of Net Neutrality. Do not let them take over the data as favoritism for certain companies to pay or not.

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**Ticket: # 767233 - limiting services**

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

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

On 06/26/2015 I signed a two year agreement with Comcast, in which I had unlimited internet and local and long distance calling as well as a cable package. Today my son received a popup notification that we have reached 100% of our 300 GB limit, I contacted Comcast and advised them that when I signed the contract internet was unlimited and that I either demand they provide the service I signed up for or allow me to cancel the contract without an early termination fee. I spoke with Christopher agent 408 in Customer Security Assurance today 01/21/2016 and he advised me that they would do neither. When I asked him when did this begin he evaded my question, since I assured him that if there were limits toward my data usage I would have never signed up for a 2 year contract. Then I told him well the prior agent said you started this practice in October 2015, and then of course he agreed and I explained to him that I never accepted those terms. If I am not allowed to change my contract without financial penalties then I think that is unfair for Comcast to be able to change it. I either request that they continue to provide me with the unlimited service that I agreed to or that they allow me to cancel all services without an early termination fee.

---

**Ticket: # 767332 - Massive Speed Drops, not getting even close to what we pay for**

**Date:** 1/22/2016 12:42:23 AM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast

---

## **Description**

My roommates and I have been using comcast for internet in our apartment since August of 2015. We have had to call them more times than I can even remember, often more than twice a month, to have them fix our internet speeds. We are paying for 150 download/15 upload, yet more often than not we are getting only about 30 down/6 up. We have had times that a speed test through Ookla comes back with a ping of 250! Typically, when we call them, all they do is ping our internet. This fix usually works for about 3-5 days before our speeds drop again. They have yet to offer or even make any effort to see if there is something wrong with our internet or send someone out to look at it.

---

[Ticket: # 767522 - T Mobile](#)

**Date:** 1/22/2016 10:20:48 AM

**City/State/Zip:** Mesa, Arizona 85205

**Company Complaining About:** T Mobile

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## **Description**

T-mobile's "BingeOn" scheme is an outright violation of Net Neutrality, and must be nipped at the bud before the company is allowed to breach our rights any further.

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**Ticket: # 767533 - Comcast 300GB Data Limit**

**Date:** 1/22/2016 10:27:50 AM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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## **Description**

A month after opening an account with Comcast with a bundle package with the intent to use just the 75 Mb/s data plan I received an email stating that they now are limiting data to 300 GB and will charge for extra usage unless you pay for an "Unlimited" data plan. My primary data use is for streaming video to a home media center, streaming weather webcams from my home, steaming HAM radio bands online, and other data heavy activities. This action by Comcast severely limits my intended use for the plan that I paid for. I feel that I have been misdirected into buying a high speed plan and then having to pay extra to have unlimited data for my normal usage. Comcast is the only High Speed provider in my area and this new monopolistic business tactic is yet another move to trick consumers into paying outrageous fees for normal internet access.

---

**Ticket: # 767555 - Comcast Data Cap**

**Date:** 1/22/2016 10:41:05 AM

**City/State/Zip:** La Fayette, Georgia 30728

**Company Complaining About:** Comcast

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## **Description**

My complaint is this. I pay almost \$90/month for the fastest internet they provide and 10 channels. I ordered the faster internet because my kids and I mainly stream video from our devices. Comcast advertises 75 mbps. All of a sudden they want to cap their data and in order to not pay an average of \$70 in "overages" a month I am forced to pay an extra \$30 for "unlimited". Now what is wrong with this picture here is there is no fair competition for Comcast in my area. It's not like I can take my business elsewhere. The only competition in my town is Windstream DSL and their highest speed is 10mbps, which is not even comparable to what I have. I pay extra for the extra speed, and I am fine with that. I should not be FORCED to pay extra because they all of a sudden want to put a cap on something. It's a ploy to get extra money from their customers. Getting something for nothing. And it's WRONG.

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[Ticket: # 767621 - Follow up to 666817](#)

**Date:** 1/22/2016 11:16:55 AM

**City/State/Zip:** Manchester, New Jersey 08759

**Company Complaining About:** Google

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## **Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 767713 - Frontier Communications](#)

**Date:** 1/22/2016 11:43:43 AM

**City/State/Zip:** Yale, Michigan 48097

**Company Complaining About:** Frontier Communications

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### **Description**

I would complain, but Frontier has already convinced the FCC that they actually try.

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**Ticket: # 768214 - Internet Service**

**Date:** 1/22/2016 2:23:51 PM

**City/State/Zip:** Quitman, Georgia 31643

**Company Complaining About:** Windstream Communications

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### **Description**

Consumer has internet with Windstream, she pays \$72.00 per month and watches Netflix, every time she trys to watch the internet it begins to buffer and she cannot use the service. She cannot even get on the internet, she can't even download anything.

---

**Ticket: # 768218 - fileing aComplaint against cincinnati bell**

**Date:** 1/22/2016 2:25:49 PM

**City/State/Zip:** Fairfield, Ohio 45014

**Company Complaining About:** CincinnatiBell

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### **Description**

they sold me 5meg speed for 1year and half and i only receving 1.5 meg and thay send techs here but thay say thay cant do nothing to speed it up cuze off the old lines i requested asupervisor but he cant talk to me tel monday and they want me to pay for fireoptics i dont bleeve i shuld pay for there lake of advertizment pleas contact me so i culd explain more on the phone (b) (6) tel mex inc my cell (b) (6)

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[Ticket: # 769128 - Data cap](#)

**Date:** 1/22/2016 7:48:34 PM

**City/State/Zip:** Tucker, Georgia 30084

**Company Complaining About:** Comcast

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## **Description**

Xfinity putting a 300gb limit on data.

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[Ticket: # 769242 - Comcast/Xfinity Data cap](#)

**Date:** 1/22/2016 9:10:26 PM

**City/State/Zip:** Peachtree Corners, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

Xfinity is imposing a 300 GB monthly data limit on its customers. Customers are automatically charged \$10 for every 50 GB above this limit. I feel this is inappropriate for several reasons:

Anticompetitive - Comcast does not count its own TV streaming content against this limit. This gives them an unfair advantage over NetFlix, Hulu, and other streaming providers. This flies in the face of the intent of "net neutrality."

Questionable metering tools - There are several published accounts that call into question Xfinity's ability to accurately measure individual customer data usage.

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**Ticket: # 769318 - TETHERING HOTSPOT BLOCKED LEGAL?**

**Date:** 1/22/2016 10:26:20 PM

**City/State/Zip:** Grover Beach, California 93433

**Company Complaining About:** AT&T

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### **Description**

I have an unlocked device that was originally from AT&T but I'm currently w/MetroPCS and I have 8GB of Hotspot but I'm unable to use it because

- 1) AT&T said that unlocking my phone will render some "features" and this was one of those "features"
- 2) I'm thinking of rooting my devices but it will render null and void my warranty from Samsung
- 3) according to "Open Internet/Net Neutrality" rules, it states "Broadband providers may not block access to lawful content, applications, services or non-harmful devices."

Thanks ;)

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**Ticket: # 769400 - Comcast throttling YouTube**

**Date:** 1/22/2016 11:43:31 PM

**City/State/Zip:** Harbor Beach, Michigan 48441

**Company Complaining About:** Comcast

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## **Description**

For the past two weeks, my 90Mbps download connection with Comcast has been unable to play YouTube videos at anything higher than 144p without buffering. I have checked and the speeds when loading a YouTube video do not exceed .4Mbps down. This is occurring for all of the devices on the network, including computers, tablets, and smartphones. When I connect using a VPN, I can load 4K videos without any buffering or interruptions. Comcast has refused to work with me on the issue and insists that a technician be dispatched, despite "not seeing any lag, signal interference, or any other issues to [my] modem." The fact that I have to purchase VPN in order to use my internet service is absurd and Comcast's response has been absolutely deplorable.

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**Ticket: # 769444 - Unwanted and unsolicited and disgusting emails from "Asiandate.com"**

**Date:** 1/23/2016 1:14:02 AM

**City/State/Zip:** Kingsland, Texas 78639

**Company Complaining About:** AT&T

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## **Description**

Have been receiving unsolicited and unwanted emails from "Asiandate.com". When I go to the "Unsubscribe" option, I am taken to a page where there is no option whatsoever through which to unsubscribe my email address from these unwanted and DISGUSTING emails.

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**Ticket: # 769630 - Comcast Xfinity Data Cap**

**Date:** 1/23/2016 10:52:30 AM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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**Description**

Comcast is the only Internet option capable of the 10Mbps+ I need to be able to work. They have implemented a 300GB cap. (1) This is false advertising since I paid for 50Mbps internet data rates which equates to >100TB per month (60 secs x 60 minutes x 24 hours x 30 days), (2) this violates anti-trust since NO other 10Mbps+ option exist in my area, (3) this violates net neutrality and anti-trust since this restricts my ability to use over the wire services like video streaming (Netflix, Amazon Prime,etc) that compete with their cable business without Comcast charging me, (4) I tried to switch to a Comcast Business Account without the cap and they have been unwilling to provide service.

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[Ticket: # 769685 - Comcast is forcing me to see their ads...in disruptive fashion.](#)

**Date:** 1/23/2016 11:49:19 AM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** AT&T

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## **Description**

Hello,

I have AT&T for internet service, although every time my computer falls asleep Comcast kicks me off my network (see attached pics) and tosses a pop up ad for it's services. This has to be an offense/illegal.

By simply having the internet, it does not force me into seeing ads without even logging on. Furthermore, my computer shouldn't be hi-jacked and kicked off my network while I'm in my home of all places.

Thank you for looking into this.

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[Ticket: # 769792 - Comcast Data cap](#)

**Date:** 1/23/2016 1:14:38 PM

**City/State/Zip:** Morgantown, West Virginia 26505

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a new program to cap customers data at 300gb per billing period. This is a pure money grab with no attempt made to even imply it is for reasons other than milking more money from existing customers while charging them more for less of a service they have already enjoyed. Please review or step in to stop this.

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**Ticket: # 770097 - Internet service with comcast xfinity****Date:** 1/23/2016 4:45:13 PM**City/State/Zip:** Sacramento, California 95817**Company Complaining About:** Comcast

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**Description**

I called on 1/9/16 to get internet service I was told that I could come and pick up equipment, go home and it should work. Came home followed directions for about an hour did not work. called back spoke with a lady who I couldn't understand. She stated that I had set up an appointment on 1/23/16 I told her no I didn't. Well they needed to schedule a date to come out and check the wires. She ran a diagnostic with no prevail. Since I couldn't understand her I called back. I also stated that I didn't want to be charged for the equipment because I don't have service. Called back after talking to the lady. The man did the same thing the lady before him did ran a diagnostic and said the same thing, you have a scheduled appointment on the 1/23/16 no date or time was given. So appointment was set for 1/23/16.

The next week on 1/12/16 or on 1/13/16 there was a technician right next door from my house, I asked him if I call xfinity can he hook my internet up or see what the problem was. He stated no and to call xfinity and they can probably get out tomorrow. After talking to the rep I came back in my house called xfinity and set up an appointment for the next day. No show no call no internet no nothing.

Called on 1/23/16 was on the phone for almost 2 hours switched to 6 different people asked to talk to 3 different supervisors, only talked to one in technical support named Enrique. ( the only supervisor that would get on the phone)after that I was switched to a Robert in the escalation department that said the lady before him cancelled my order and I would have to start a work order all over again. He put me on hold to schedule a day the next thing I know I am on the phone with Customer Service AGAIN. I spoke with John. I went through the same thing I did about 40 minutes earlier. Just to be told that something is wrong with the wires and a texhnic in needs to come out. ( remind you I was on hold with John for about 15-20 minutes to run the same diagnostic that the other reps did. at the end of almost 2 hours with no help I was told my service order was cancelled and I haven't had service since 2009. No records or notes saying anything about me calling asking to speak with supervisors transferred and had to repeat each step over and over again.

Finally Vanessa said that she might be able to have someone come out tomorrow not sure she had to create a new service order.

I was even told that if xfinity drops the bomb again for the 3 rd time to find another internet provider. I asked Vanessa what would be the next step if xfinity doesn't come out tomorrow. She said she would keep an eye on my work order but if the don't come from 8am-8pm to call in. I also asked for the corporate office address and phone number to make a complaint against xfinity Comcast. Told Vanessa that I will be calling back wishing to speak to a supervisor if no one comes out tomorrow she stated that she will forward her notes and what she has done to her supervisor. Appointment was set for 1/24/16 with no time. So now I have to rearrange my schedule for something that was supposed to be done twice already.

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[Ticket: # 770480 - Distance learner and outraged that internet data is now being capped](#)

**Date:** 1/24/2016 12:36:41 AM

**City/State/Zip:** Powhatan, Virginia 23139

**Company Complaining About:** Comcast

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## **Description**

I am an Engineering student at ODU in VA; I have been a student for 4 years now; of course being an older student with a 14 year old daughter has prolonged this venture. I am outraged that Comcast is now attempting to charge more for data usage...not only is odu charging more for online technology fees, but now my student loans and income are not adjusted to cover the overhead set by Comcast for internet usage. How did this happen....this should now be the case. we already pay expensive cost to merely access the internet, which is half way undependable as is...This money racket needs to be addressed.....If I start being capped for what research I can conduct, there will be a lawsuit in the mist...I promise that..what is being done to limit these individuals from setting up these standards..please advise...Best Regards,

Wil

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**Ticket: # 789378 - Receipt of unwanted spam text**

**Date:** 2/3/2016 2:14:39 PM

**City/State/Zip:** Myrtle Beach, South Carolina 29588

**Company Complaining About:** Family Mobile

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### **Description**

The text demanded that I immediately contact them. He identified himself as (b) (6) from the Department of Legal Affairs and Investigation.

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**Ticket: # 770598 - comcast communications service**

**Date:** 1/24/2016 11:53:52 AM

**City/State/Zip:** Johnson City, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking unfair advantage of their monopolies of service areas: 1. To get the lowest price on internet, they bundle in base cable TV. This undercuts the competitiveness of Satellite TV. 2. They have started metering internet service, undercutting ability to stream shows/movies from netflix and other services. 3. They make it very difficult to show only the channels you subscribe to on the "guide", constantly advertising channels you don't subscribe to. 4. Customer service people have poor knowledge of the product i.e. cable tv box and how to fix issues.

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**Ticket: # 770611 - RCN (New York City ISP) is violating open internet rules**

**Date:** 1/24/2016 12:26:19 PM

**City/State/Zip:** New York, New York 10016

**Company Complaining About:** Rcn

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## **Description**

I'm a customer of "RCN," a cable ISP in New York City.

I have observed that whenever I use the built-in Photos app on my Mac computer, I quickly get disconnected from the internet.

Some months ago, I investigated and, through some trial and error, found that when I add pictures from a memory card on my camera to Photos app, Photos begins uploading them to Apple's iCloud Photo Library service. The pictures are then being downloaded to my other devices, such as an iPhone. RCN is interfering in the upload/download process by disconnecting my modem from the internet.

The only way I can reconnect to the internet is by rebooting my cable modem.

I have tested this several times - going days and weeks without being disconnected at all, then taking a handful of digital photos, uploading them to my Mac and promptly getting disconnected - and I'd be willing to demonstrate it to an FCC official who'd like to see how RCN is violating the law.

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**Ticket: # 770686 - Internet caps**

**Date:** 1/24/2016 2:39:39 PM

**City/State/Zip:** Toledo, Ohio 43611

**Company Complaining About:** Buckeye Cable System

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## **Description**

I was charged by buckeye cable system for going over my allowed internet for the month. I was told that if I exceeded the amount of internet a month then i would be charged ten dollars. After I went over I was charged thirty dollars for going over. After I called they proceeded to tell me that if I were to call them before I went over my internet then they would add an additional 100 MP for ten dollars. If I did not tell them and went over and did not call then then I am charged ten dollars and only receive 50 MP of internet.

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**Ticket: # 770740 - Their data meter is as arbitrary as their billing.**

**Date:** 1/24/2016 4:04:35 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

Well you see comcast decided recently that due to their television content licensing cost(this is the latest excuse) that they would impose limits on their internet customers(at first for fairness and as we called bs more and more we are now to the licensing thing) lets just start with the basics of comcast if you want just internet you pay MORE than if you bundle their ridiculous television service with it so whatever I signed up for 99.00 package that was to include 150 Mbps internet television channels(idk which ones because I didnt want it and don't watch it and a home phone if I had just gotten my internet it would have been 129.99 for JUST internet whens the last time you went to a restaurant and they charged you more for JUST the hamburger? Never because it doesn't make sense. My 99.00 package averages around 139.00 WITHOUT the package and I do not rent a modem from them the rest is accounted to various "fees" and being charged for the "free DVR" i was quoted at the beginning we all know their billing is horse crap but now for the kicker. 300 GB Cap was introduced on 12/01/2016 since I own my own modem and it has its own traffic meter I turned it on on 01/01/2016 at exactly midnight, MTD my modem(this is where the internet traffic is ALL sent and received in a network the gatekeeper if you will) says I have only used 3,623/300,000 MB which makes sense since since I have been out of town until today but guess what comcast says guys? Can we just take a big ol guess for us? 394 GB thats a catastrophic difference from one meter to the next, comcast solution I am reading it wrong and my modem "doesn't know" how much traffic passes through it...Seriously? Come on guys its a modem thats one its key jobs.. but in comparison to how the modem reports its that is 394,000/300,000 a 390,377 MB difference so if you can't properly monitor the usage of users how can you even CONSIDER charging them for it when you can't even get the monthly bill down properly you should work on that before you just start trying to make more money for nothing new changing or better. Lets address yet another issue which is the stagnant broadband market where in my city its comcast or sacrifice speed and go to att(we aren't talking a few Mbps we are talking 12mbps vs 100+mbps) lets look at the global broadband market and the charge. Yes metering is a practice by very few international ISP's but their base rate for internet alone at 1GBps is 39.99 and the cap is 1 TB of traffic per month with 10.00 per additional TB i would call that consumer friendly pricing and caps. I am attaching a screenshot of my modems traffic meter and comcast usage meter.

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**Ticket: # 771020 - Comcast Data Caps**

**Date:** 1/24/2016 10:10:46 PM

**City/State/Zip:** Chattanooga, Tennessee 37404

**Company Complaining About:** Comcast

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### **Description**

Comcast is charging for "overages" on my internet that I never agreed to and that I can not verify in any way other than using the Comcast meter. This is just wrong. It costs Comcast nothing more to provide unlimited internet as has always been the case until now. I am not a "cord cutter", which I feel is one of the targets of this new charge. I also feel that this flies in the face of the Net Neutrality Act, especially when Comcast's own online movie service doesn't apparently count against the cap. Please do something about this.

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**Ticket: # 771043 - Netflix refusing service to VPN user**

**Date:** 1/24/2016 10:45:32 PM

**City/State/Zip:** Denton, Texas 76201

**Company Complaining About:** Verizon

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## **Description**

Netflix is refusing to provide content to me just because I use a vpn to block my ISP doing http header injection, see <http://www.hackerfactor.com/blog/index.php?/archives/708-One-Smart-Cookie.html>

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**Ticket: # 771135 - Cricket Wireless Violating Net Neutrality Rules**

**Date:** 1/25/2016 2:13:06 AM

**City/State/Zip:** Harrison, New York 10528

**Company Complaining About:** Cricket

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**Description**

I believe Cricket Wireless is violating net neutrality rules by preventing customers from using their mobile devices as a hotspot unless they pay extra. They require their customers to upgrade to a higher level plan, and then charge an additional fee just to use the hotspot features that already exist on the mobile devices.

Promotional information for the program can be found at: <https://www.cricketwireless.com/hotspot>

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**Ticket: # 771162 - Atlantic Broadban blocking access to Comcast**

**Date:** 1/25/2016 4:42:28 AM

**City/State/Zip:** New London, Connecticut 06320

**Company Complaining About:** Atlantic Broadband

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## **Description**

Atlantic Broadband is preventing access to other cable companies on demand video via the internet. I Mark Venuti subscribe too Comcast TV and internet which I am no longer able to access via Atlantic Broadband. The pages are restricted from both pc access and the apps on phones and tables are restricted.

They are not able to authenticate username and password or stream video.

If I switch to a cellular connection such as hotspot they begin to function again normally.

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**Ticket: # 774532 - Comcast widespread outages****Date:** 1/26/2016 4:43:14 PM**City/State/Zip:** Decatur, Georgia 30030**Company Complaining About:** Comcast

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**Description**

I've been a long term relatively happy customer of Comcast in Atlanta, Ga, however starting 3-4 months ago I started having severe long term outages that would display themselves in a very particular way. Basically, large bits of the internet would become unavailable for long periods of time, meaning that I could access the websites: [www.comcast.net](http://www.comcast.net) or [www.google.com](http://www.google.com) but not say [www.ebay.com](http://www.ebay.com) or [www.time.com](http://www.time.com). I have had it confirmed once by a technical support member of comcast that they are changing over how they're central office is functioning in order to support their upcoming fiber based internet, hence why SOME of the content functions as its hosted in house at comcast, but anything else that needs to reference external servers does not. I have spent over 100 hours on the phone with support and waiting on technicians to no avail. I have been presented with new equipment, that doesn't work as advertised and will simply not allow me to disable their built-in wifi hotspot service (a feature that I was assured could be defeated). Beyond that, I've been disputing my bill due to this as its cost me money over missed deadlines from work, during one dispute I had service interrupted from non-payment. I was refused the right to have an itemized bill, and even worse as I have their new router, the router as a function of unpaid service changed the IP table of every IP based device in my house to forward to comcast billings IP. Which shouldn't be a big deal except for the fact that I have TONS of ethernet and wireless based peripherals that have NOTHING to do with the internet such as lighting, thermostat, and work tools. This particular function actually caused my main work computer to fully crash and force me to restore the system from a backup. I'm not sure if that's illegal but its definitely ethically questionable.

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**Ticket: # 771581 - Comcast Data 300 GB data "cap"**

**Date:** 1/25/2016 12:45:50 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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### **Description**

I feel it is unfair that Comcast is limiting my data to 300 GB unless I pay exorbitant fees. And this is on top of lackluster service and support of our digital cable and internet, which suffer from frequent service issues, that Comcast continually fails to address.

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**Ticket: # 771908 - Re: T-Mobile BingeOn Deception**

**Date:** 1/25/2016 2:24:28 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** T Mobile

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## **Description**

In Ticket 742285, I complained about T-Mobile's opt-in policy regarding its BingeOn feature. T-Mobile's executive team's response today (01/25/2016) was "You should have checked in your account where you would have been notified that BingeOn had been enabled on your account".

Basically, what T-Mobile's executive team is saying, is that customers should have known in advance to check that T-Mobile was enabling features on their accounts without our consent or knowledge. Part of my complaint is that customers like myself were NOT proactively notified that this feature would be enabled, so telling us that we should have known is completely circle-logic.

Furthermore, she kept referring to "480p" as "480mps" (confusing screen density with bandwidth) - clearly T-Mobile did not read nor comprehend my response - how can they possibly claim to address my issues when the individual tasked with responding doesn't even understand my complaint, or me when I speak of these technical issues? They can't.

This kind of behavior by carriers is common - putting customers in impossible situations and then acting like it was in our best interest by giving us less or no choices in product/features/etc. This is an unacceptable response from (b) (6) executive team and does not actually address ANY of my complaints so much as it does dismiss and patronize them. Given the recent public response from (b) (6), it comes as no surprise that his executive team would continue to blindly defend this move; they clearly think they are in the right on this matter while the rest of the world is saying the opposite.

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[Ticket: # 772297 - lack of responce](#)

**Date:** 1/25/2016 4:31:51 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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### **Description**

asked comcast to explain to me the net neutrality logic of their internet tv called stream or something on the 19th. no follow up yet.

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**Ticket: # 772432 - Comcast/Xfinity data allocation**

**Date:** 1/25/2016 5:17:15 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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**Description**

My complaint about Xfinity internet service lies in their per month data norm and the charges associated with "extra" or "overage" data usage.

Xfinity charges a flat rate for home internet data up 300gb per month. Once the customer exceeds 300gb in a given month, extra data is allocated by Xfinity in blocks of 50gb, costing an extra \$10 for each block. My complaint is based upon two primary points associated with this policy.

1) According to my reading of the provisions of Net Neutrality, no legal internet content may be given priority by an internet provider. I believe Xfinity to be in violation of the spirit, if not the letter of this provision.

As stated above, Xfinity customers are allowed 300gb/month under a flat fee agreement. Content streamed via Xfinity lines from providers such as Netflix, Hulu, Amazon, etc count toward the 300gb per month allowance. However, as far as I can gather, content provided via the same lines from Xfinity's On Demand service does not count toward the data limit.

In my layperson's opinion, this seems to be a defecto prioritization of Xfinity's entertainment content over that of competitors. Customers are pushed to avoid data overages (and subsequent charges), delivered from competitors, while not suffering the same expense with content delivered via Xfinity's On Demand service.

2) When the customer exceeds 300gb, and is allocated the extra 50gb blocks, there is no adjustment for how much data is actually used of the 50gb allocation. Was usage only 5gb? 10? There is no adjustment made for this, only a charge for the full 50gb. Further, any remaining data left over from the last purchased 50gb block does not carry over to the next month. The customer is forced to pay for an entire 50gb additional data and yet whatever remains of it evaporates at the end of the month even though a specifically stated 50gb block has been purchased.

Thank you for your time. I look forward to a response in this matter.

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**Ticket: # 772874 - Comcast/Xfinity capping broadband Internet**

**Date:** 1/25/2016 8:33:25 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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**Description**

I just bought a home in west Knoxville, TN 37919. My household broadband is through Comcast/Xfinity and we bought into their "best" introductory plan.

Today is 25 January of 2016, which is the first day of the billing cycle. I just recieved an online, browser intruding, notification that my 300GB cap limit had been met.

Depending on where you live, you only have that specific choice of who you cable Internet service provider is because of line ownership.

I believe this is a violation in the basic rights of consumers in a free market. Monopolizing services based on demographics' area of residence should be seen as a crime. As a veteran of this nation's military, I find this as an affront to what once made this nation great, and can make it so again.

Comcast customer service told us that all packages are capped at 300GB. Every month you go over is a \$10 surcharge for an additional, and all be it measly, 50GB.

Surely this is morally and ethically wrong enough to necessitate some investigation into the legality of such.

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**Ticket: # 773174 - Most commercials on Apple TV are \*MUCH\* louder than shows**

**Date:** 1/25/2016 11:56:41 PM

**City/State/Zip:** New York, New York 10014

**Company Complaining About:** Time Warner

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## **Description**

It seems like there is no regulation on the loudness of commercials on Apple TV. This is extremely annoying and troublesome. Most channels/shows that I am watching on Apple TV have this problem, shouldn't Apple be able to control this? If not, aren't they violating the law?

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**Ticket: # 773202 - Violence against women and scams to extort money**

**Date:** 1/26/2016 12:46:56 AM

**City/State/Zip:** San Diego, California 92154

**Company Complaining About:** Cox

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### **Description**

<https://www.yahoo.com/parenting/unplanned-c-sections-have-unexpected-1348967227072566.html>  
propraganda or lies indorsing torture.

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**Ticket: # 773298 - Pornographic advertisements to child's smartphone**

**Date:** 1/26/2016 8:43:49 AM

**City/State/Zip:** Baltimore, Maryland 21244

**Company Complaining About:** Pornography Advertiser Url Listed In Concern

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### **Description**

aff.aztube.com/sex/sanghuynhxuan?display\_type=notification\_banner&deviceid=92557d8f02e51e2b&country=us&sdk\_version=adflex\_1.0.7.5&gp=1&installed\_date=1451743052117&imeri=358388066877199&type=apk ,am unable to block or unsubscribe , repeated pornography advertisements to child's phone from this co., seems language is vietnamese or possibly cambodian.How unsafe is the internet for children? Risks children's innocence to exposure of smut!!!! Am also noticing at bottom if this fcc page, the fcc review of this complaint is considered to be a "burden" warranting 15 mins ONLY of the fcc's time?!?! Would the fcc rather this generation of youth's health (our future)to be degenerate?!?!

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[Ticket: # 773349 - Comcast is blatantly trying to get around net neutrality](#)

**Date:** 1/26/2016 10:09:03 AM

**City/State/Zip:** Fort Lauderdale, Florida 33305

**Company Complaining About:** Comcast

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## **Description**

Last week I received a notice from Comcast that the amount of GBs used this month exceeded 300GB and I would be charged extra if i wanted to use more. These are not the terms of the contract I signed for, it was for unlimited internet, now my internet is being restricted behind a pay wall. This is a blatant attempt at getting around net neutrality. Furthermore I'm being forced to sign up and pay for Cable Television (Which NO ONE in the house watches) in order to simply browse the internet.

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**Ticket: # 773675 - Auto-Dialer**

**Date:** 1/26/2016 12:29:20 PM

**City/State/Zip:** Dallas, Texas 75287

**Company Complaining About:** AT&T

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## **Description**

I am having a competitor of mine call local companies around the dallas area and curse them out using foul language and making threats. They are using an autodialer with our business phone number which is leaving the companies to believe its our office calling them and doing this.

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[Ticket: # 774740 - Comcast Data Limits](#)

**Date:** 1/26/2016 5:40:51 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Limits are just a means to charge users more money-they are not related or tied to performance strain. This is particularly egregious because there is very little competition for home Internet providers.

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**Ticket: # 774959 - Time Warner Cable Intentionally Slowing Internet Speeds****Date:** 1/26/2016 7:04:23 PM**City/State/Zip:** Anaheim, California 92806**Company Complaining About:** Time Warner

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**Description**

Hello, I am writing because I believe that Time Warner Cable (TWC) is intentionally slowing my internet speed with the intention and hope that I will upgrade my services with them. I believe TWC has taken my personal usage information and used it against me to slow down my internet data speeds with the intent and hope that I will upgrade my services to an unnecessary level and increase my monthly bill. TWC has never actually denied slowing my speeds, they only suggest that I upgrade to a higher tier of internet to improve performance. I am currently paying for their "ULTIMATE 100" package which promises speeds of up to 100mbps down and 10mbps up. I can share screenshots from [www.speedtest.net](http://www.speedtest.net) which would prove that I am not receiving anywhere near these speeds. My top download speed has been below 20mbps for quite some time now and TWC refuses to assist. I believe I am not alone in this and that Time Warner Cable has been using customers usage information unfairly to sell higher level products that are not necessary and only raise our bills.

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[Ticket: # 774989 - Comcast data cap on internet](#)

**Date:** 1/26/2016 7:17:17 PM

**City/State/Zip:** Key Largo, Florida 33037

**Company Complaining About:** Comcast

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## **Description**

I just got a message saying that I have exceeded the 300 gigabyte of usage on my internet. I have been looking to the internet to save some costs on the televisions costs. Call me a "cord cutter want to be" I guess, but i have not cut the cord yet. However, Comcast has set a upper cap of 300 Gig. It looks like I easily go through that in a month. I also pay 80 bucks a month for internet. Its not the slowest, but it is not the fastest either. Please, do not let the giant cable company start to rip off the people for internet too. I mean 80 bucks a month is a lot of money. And to be capped. I think i get more from my cell phone. They need to be stopped.

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**Ticket: # 775135 - Comcast Data Caps**

**Date:** 1/26/2016 8:21:52 PM

**City/State/Zip:** Bryant, Arkansas 72022

**Company Complaining About:** Comcast

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## **Description**

Comcast recently decided to change my data plan from unlimited to a cap of 300 gigabytes. They offered to "allow" me to continue to have unlimited if I pay an extra \$30 a month. Based on the amount of profit Comcast makes, I believe this isn't a limit due to increasing internet costs. Instead, I believe Comcast is threatened by "cord cutters" that stream entertainment online instead of through a cable subscription. I believe they are using this pricing scheme to dissuade me, and other like me, from using streaming services like Netflix and Amazon Prime. Comcast essentially has a monopoly on broadband internet access in our area and I believe they are using that monopoly to push their cable TV services over broadband.

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[Ticket: # 775242 - explicit photo while looking up child movies](#)

**Date:** 1/26/2016 8:56:15 PM

**City/State/Zip:** Cornelia, Georgia 30531

**Company Complaining About:** Windstream Communications

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## **Description**

My son and I were going to stream the movie frozen. He was told about a web site that had a lot of older movies for free. we have used this web site before , but typed in the search for the movie we wanted. However this time, we were using my tablet which is easier to scroll that type. We went to [www.watch32.com](http://www.watch32.com) and found the movie. We decided to scroll down to see what else was there. The photos that appeared even with the security set to med-high should not be viewed by any one. Especially, a twelve year old boy. Luckily, he walked away before the appeared. There are a lot of children viewing this web site. Something needs to be changed. These children do not need to see everything on this site

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**Ticket: # 775324 - Comcast Monthly Data Cap**

**Date:** 1/26/2016 9:44:06 PM

**City/State/Zip:** Atlanta, Georgia 30341

**Company Complaining About:** Comcast

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**Description**

If I want high speed internet in my area in Atlanta, GA I am forced to use Comcast. I have no other option.

I have recently purchased a 4K tv, and this eats up bandwidth very quickly. Streaming Netflix on a 1080P TV will use 3GB per hour, but a 4K TV is closer to 10GB. Its not realistic to expect people to use 300GB per month with these TV's.

I already pay \$80.00 per month for internet. I should not have to pay an additional \$35.00 fee for unlimited data.

If companies like Comcast are going to take advantage of its customers so blatantly then clearly the cable/internet industry needs less mergers, and more competition.

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[Ticket: # 775539 - unfair billing](#)

**Date:** 1/27/2016 1:43:48 AM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

Without notice, or informing their customers, suddenlink imposed a base usage rate for their internet service. They are now charging extra if you go over this "base rate." We as customers did not sign up for this.

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**Ticket: # 775447 - Packet Injection**

**Date:** 1/26/2016 11:37:37 PM

**City/State/Zip:** Atlanta, Georgia 30342

**Company Complaining About:** Comcast

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## **Description**

I was using my computer today and started receiving popups on every new webpage I went to. These were popups from Xfinity service informing me that I had used 90% of my data usage. While I find data usage caps to be a terrible practice, one that will have me switching my ISP as soon as Google Fiber comes to my neighborhood, today I am concerned with these popups.

It appears that Comcast is using packet injection to put these popups on any webpage I visit. This is a clear violation of the copyrights that the website holders have on their works, as it alters how these webpages are perceived by their visitors. I find this very upsetting as I run a few websites myself and to have another company inject themselves onto my site without my permission is wrong.

---

**Ticket: # 775572 - tv/internet links**

**Date:** 1/27/2016 4:29:27 AM

**City/State/Zip:** Cascade, Iowa 52033

**Company Complaining About:** Cascade Communications

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### **Description**

i'm getting fed up being told my cable co. isn't big enough for network tv. internet sites like the history channel, tbs etc won't allow me access to internet "re runs" they want my cable co to pay more for the "privilege" I live in a small town about 2000 inhabitants. this town has its own cable service...cascade communications. not mediacrap excuse me mediacom...which is pretty much the domineering cable co. in the state of iowa.

---

[Ticket: # 775698 - harrassing phone calls and e-mails](#)

**Date:** 1/27/2016 10:22:33 AM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** AT&T

---

## Description

To: (b) (6)

I'm CCing this complaint to the FCC. I've said no repeatedly, but you continue to harass me with your phone calls and emails. How many times have I hung up on you now 5 or 6 times? Leave me be!!

(b) (6)

(b) (6)

Bloomington In. 47403

My phone has been registered with the do not call list since 2005 and you are in violation.

---

[Ticket: # 780090 - Artificially limiting access to internet services](#)

**Date:** 1/28/2016 11:48:08 PM

**City/State/Zip:** Smyrna, Georgia 30082-3326

**Company Complaining About:** Charter

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### **Description**

Charter Communications is artificially limiting access to internet media content to force customers into paying for inflated set top box rentals.

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**Ticket: # 776176 - Suddenlink overage**

**Date:** 1/27/2016 1:30:29 PM

**City/State/Zip:** Magnolia, Arkansas 71753

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has been calling me day and night and telling my I am 100 gigs over my limit of \$250 and that I need to switch to a more expensive plan. My data usage shows I have not gone over in months and that I have only used 26 gigs on this billing cycle. I have attached my usage chart.

They are actively trying to deceive customers into spending more money.

I was told that only 5% of customers would be affected by their caps, but everyone I know is getting harassed by them now.

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[Ticket: # 776312 - Future](#)

**Date:** 1/27/2016 2:01:46 PM

**City/State/Zip:** Hudson, New Hampshire 03051

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun to role out "Data Usage Plans" which essentially cap the amount of data you use at a set amount and charges for any amount over that cap. I've become extremely concerned about how this will affect my service when they finally roll it out to my area, as comcast is the only potential cable provider to my address.

---

**Ticket: # 776674 - Law Firm Of Morgan Associates email threat**

**Date:** 1/27/2016 3:51:22 PM

**City/State/Zip:** Merced, California 95348

**Company Complaining About:** Law Firm Of Morgan Associates

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## **Description**

Received a threatening email from (b) (6) who said he's from the Law Firm Of Morgan Associates F.D.C.P.A. Department. He threatened to take me to court, for me to lose my job and said that I should hire an attorney to fight my case. Also that they are being nice informing me because they already checked my records to see if I had any criminal records. Since I didn't have anything, they just emailed to let me know of their intentions. They asked for my lawyer to send the summons to. I've asked for legal documentations and proof of this debt but the only response is that I should know and they will give me the evidence and proof in court only. The company is called Cash Net. They refuse to give me the debt amount, the state they are from, proof of their law firm, the court they are filing this in and any other information regarding this debt.

---

[Ticket: # 777004 - Inability to obtain Internet \(DSL\) service](#)

**Date:** 1/27/2016 5:32:49 PM

**City/State/Zip:** Farmersville, California 93223

**Company Complaining About:** Att/ Verizon

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### **Description**

Verizon provided DSL but abandoned it. AT&T DSL is only about 300 yards away. When we ask AT&T to serve us, they tell us they are prohibited from serving customers in Verizon territory. Please allow AT&T to serve us.

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**Ticket: # 777596 - upset**

**Date:** 1/27/2016 9:30:05 PM

**City/State/Zip:** Northridge, California 91326

**Company Complaining About:** Streamlive.to

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### **Description**

I'm here paying for cable rightfully and here someone is allowing free cable channels online free? www.streamlive.to allows illegal cable channels streaming

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**Ticket: # 777621 - Comcast Traffic Shaping/Throttling**

**Date:** 1/27/2016 9:44:38 PM

**City/State/Zip:** Lansing, Michigan 48906

**Company Complaining About:** Comcast

---

## **Description**

Hi FCC. Every night around 8-9pm EST any sort of video streaming becomes absolutely worthless. When trying to watch a basic YouTube video, you need to downgrade all the way to an 480p stream! Whereas most of the day 1080p is not a problem.

I have 75 mbps service that can simultaneously test at 75+ mbps (per speedtest.comcast.net) while my YouTube video is studdering and struggling at 480p. All traffic is definitely not being treated the same...

I'm happy to help in any way on my end. Feel free to ask. Thank you for all you have done for the consumers!

---

[Ticket: # 777666 - youtube being throttled?](#)

**Date:** 1/27/2016 10:24:11 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

I frequently have problems watching youtube. Low quality videos and often, stuttering. I was just trying to watch a 1 minute long video, and it defaulted to 240p quality, based on my connection. I have 75Mbps download! I did a speedtest and that said I'm even getting 88Mbps down. There's no way it should default to that low quality. On my Xbox, it's often unwatchable because the video doesn't load fast enough.

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[Ticket: # 778005 - Data usage cap](#)

**Date:** 1/28/2016 11:09:59 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging additional usage fees for usage surpassing 300gb. They exempt there own streaming service but do not exempt amazon prime, or Netflix this causes preferential use of the Comcast streaming service on the basis that they are the internet provider. They are also the sole provider of cable in our area forcing us to pay fees because they lack any broadband competition.

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**Ticket: # 778186 - USD 313**

**Date:** 1/28/2016 12:02:56 PM

**City/State/Zip:** Hutchinson, Kansas 67502

**Company Complaining About:** Cox

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## **Description**

The district told the parents that they would be monitoring and "locking down" how the electronics are used. The kids are able to access Omegle, Skype, Pinterest, Hotmail, etc. I have spoken with the high school assistant principal, superintendent, and the high school library that all keep reassuring me that they are taking care of it. Nothing has changed. My daughter can't access powerschool but can access all of these other site, right on school property without using a hotspot. It's dangerous! There are too many things that can or could happen.

---

**Ticket: # 778451 - problems with microsoft id3 tag editor and musical metatag services**

**Date:** 1/28/2016 1:05:42 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19144

**Company Complaining About:** Microsoft

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## **Description**

Hello. I am having some difficulties with Microsoft's meta-services and .id3 tag editing services. These are functions incorporated into Microsoft's media player which were originally adapted to help music listeners label and name each compact disc and compact disc song "ripped" from an individual's compact disc collection; automatically, via the internet. (the music listener does not have to type each song/track name manually to name each file or song ripped to their computer). Microsoft's meta-service is supposed to archive and collect 'official' track and album info, and album art, for each album, and exclude unofficial or false information (at least every common or popular album) known to music listeners, and assign it an .id3 tag which is then uploaded to each listeners computer.

My problem is that Microsoft is downloading and uploading inaccurate song title information (.id3 tags) to my music collection rendering my files nearly useless. I worry that Microsoft may be distributing inaccuracies purposely making it hard for individuals to collect and enjoy music that they themselves own because they, Microsoft, would prefer that the listeners purchase the music for a fee.

I am using a Toshiba laptop, running windows vista. My hardware/software should be modern enough that i would not experience incompatibilities with such a basic service.

Whether this is being done purposely or if this is a case of mismanagement, i would hope that Microsoft can clarify and refine their meta-tag system so i can better enjoy my music.

Thank you.

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[Ticket: # 778513 - problems with Microsoft .id3 tag editor and musical meta tag services \(second edition\)](#)

**Date:** 1/28/2016 1:18:48 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19144

**Company Complaining About:** Microsoft

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## **Description**

Hello. I am having some difficulties with Microsoft's meta-services and .id3 tag editing services. These are functions incorporated into Microsoft's media player which were originally implemented to help music listeners label and name each compact disc and compact disc song "ripped" from an individual's compact disc collection; automatically, via the internet. (the music listener does not have to type each song/track name manually to name each file or song ripped to their computer). Microsoft's meta-service is supposed to archive and collect 'official' track and album info, and album art, for each album, and exclude unofficial or false information (for at least every common or popular album) known to music listeners, and assign it an .id3 tag which is then uploaded to each listeners computer.

My problem is that Microsoft is downloading and uploading inaccurate song title information (.id3 tags), and uploading it to my music collection rendering my music collection nearly useless. I worry that Microsoft may be distributing inaccuracies purposely making it hard for individuals to collect and enjoy music that they themselves own because they, Microsoft, would prefer that the listeners purchase the music for a fee.

I am using a Toshiba laptop, running windows vista. My hardware/software should be modern enough that i would not experience incompatibilities with such a basic service.

Whether this is being done purposely or if this is a case of mismanagement, i would hope that Microsoft can clarify and refine their meta-tag system so i can better enjoy my music collection.

Thank you.

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[Ticket: # 778744 - Internet Data Caps](#)

**Date:** 1/28/2016 2:20:12 PM

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

**Company Complaining About:** Comcast

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### **Description**

My internet is being capped due to the fact that I do not pay for a tv subscription. Capping home internet usage creates an artificial scarcity of broadband which isn't actually scarce product. I believe Comcast is punishing customer's who have chosen to cut cable, by putting artificial limits on data. This is an inherently unfair practice used to coerce consumers to pay for tv service.

---

[Ticket: # 778945 - error was mine in Microsoft metatag song filing system](#)

**Date:** 1/28/2016 3:14:54 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19144

**Company Complaining About:** Microsoft

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### **Description**

i recently complained about Microsoft's id3 meta-tag uploading system used for computer music files. I think the problem was caused by myself creating duplicate files, and folders. I apologize for complaining now after discovering that this was at least partially my error.

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**Ticket: # 779749 - T-Mobile data speeds + Binge-On**

**Date:** 1/28/2016 7:32:47 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** T Mobile

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## **Description**

I noticed video streaming services on my phone using my unlimited data plan have slowed down for a couple of months now. Before then I didn't have any issues. I noticed the issue by streaming the same video service from the same location at the same time every day. I then realized I was automatically enrolled into T-Mobile's new Binge On program. I then opted out of the program, then my video streaming didn't have any issues. I feel T-Mobile unlawfully slowed down or degraded my video data that was not part of the Binge On program when I was enrolled in the program, without my consent to enroll me none the less.

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**Ticket: # 779761 - Fraudulent reporting of data usage**

**Date:** 1/28/2016 7:38:20 PM

**City/State/Zip:** Memphis, Tennessee 38112

**Company Complaining About:** Comcast

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## **Description**

Over the last several months, Comcast has maliciously and fraudulently reported my household data usage in an attempt to extort additional fees.

Their measurements are so far off from those reported via my router that it is absolutely criminal. The bandwidth usage reports from my router are so distinctly detailed that I have no reason to question the metrics from my end. On the other hand, I have zero faith that this company is accurately metering data as their methods contain no details regarding my usage nor description of the means by which they arrived at their figures.

These leeches are clearly attempting to (A) recoup lost revenue in a dying medium due to cord-cutters by discriminating against those that actively participate in the global community of the internet and (B) preying upon those without the technical know-how to defend themselves through independent monitoring.

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**Ticket: # 779958 - Comcast and their absurd 300gb data limit**

**Date:** 1/28/2016 9:46:51 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

---

## **Description**

Since October of last year I had started noticing an error "75% or 100% of your 300gb data limit has been used for this month" at first I thought it was spam or a pop up until I realized in fact that Comcast had changed my service and thrown a 300gb limit on my service without even an email or letter to let me know. We live in 2016 where we have HD streaming and video games that are easily 30-50gb downloads and there is no way that two people, much less a family, can stay within this 300gb limit. I pay for internet speeds not for a data limit, this isn't a cellphone or mobile tablet that is using internet off an LTE or 4G network. We are using a cable service that costs them absolutely nothing over 300gbs. It is simply unrealistic with the way the world works now, if there is going to be a data limit it needs to be significantly higher.. at least double what they have now. Also, who is to say we are in fact going over this 300gb limit? Comcast? Is there no way to fact check that they aren't just trying to swindle us out of more money? This is an absurd and archaic way of doing business in this day and age and Comcast needs a reality check.

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[Ticket: # 815196 - Request for information](#)

**Date:** 2/16/2016 9:18:44 PM

**City/State/Zip:** Millington, Tennessee 38053-6122

**Company Complaining About:** Ritter Communications

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### **Description**

Not a complaint. I need to replace my lost paper FCC license that I earned during the Reagan administration.

Thanks,

(b) (6)

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**Ticket: # 780051 - Comcast Data Limit**

**Date:** 1/28/2016 11:07:29 PM

**City/State/Zip:** Chilhowie, Virginia 24319

**Company Complaining About:** Comcast

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## **Description**

After being a Comcast internet and cable subscriber for over a decade, they have recently just implied a measly data usage cap to 300GB. They act as if it more than enough for any house hold, but its obviously just a ploy against the streaming networks taking away business from cable tv. I've already blown my 300 limit every time since it was started. The internet is going wild over the situation, wish there was just something we could do about the issue.

---

**Ticket: # 780073 - Comcast (Xfinity) Internet Usage Limitation**

**Date:** 1/28/2016 11:34:04 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

---

**Description**

In the Fall of 2015, we had to discontinue Comcast (Xfinity) TV service because our low end service had become too expensive (we are retired). We also objected to having to pay a \$.50 (50 cents) sports fee because we do not watch sports.

On January 1, 2016, Comcast notified us that we were being charged an additional \$10.00 per month for a faster internet speed. We did not ask for a faster speed. We were not provided an opportunity to opt out of the faster speed. We were satisfied with our current speed.

During December 2015, we searched for cheaper TV service and at the end of December 2015. We signed up with Netflix at \$10 per month. On January 16, we received notice from Comcast that we were close to overusing our allotment of internet gigabytes (300 gb). We had no prior notification that we were under a 300 gb limit. We were advised that we would be charged \$10 per additional 50 gigabytes. We were further advised that we could have unlimited gigabyte service for an additional \$30-35 per month.

Our complaint is that Comcast is trying to stifle competition. Comcast charged so much for basic TV service that we could not afford it. We found an alternative in the marketplace. Now Comcast is trying to double charge us because we signed up with a competitor for TV service.

Sincerely,

(b) (6)

(b) (6)

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**Ticket: # 780091 - Comcast Data Limit**

**Date:** 1/28/2016 11:48:12 PM

**City/State/Zip:** Chilhowie, Virginia 24319

**Company Complaining About:** Comcast

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## **Description**

After being a Comcast internet and cable subscriber for over a decade, they have recently just implied a measly data usage cap to 300GB. They act as if it more than enough for any house hold, but its obviously just a ploy against the streaming networks taking away business from cable tv. I've already blown my 300 limit every time since it was started. The internet is going wild over the situation, wish there was just something we could do about the issue.

---

[Ticket: # 780121 - Article on msn home page about naval commander accuracy](#)

**Date:** 1/29/2016 12:20:26 AM

**City/State/Zip:** Saginaw, Texas 76179

**Company Complaining About:** Sprint

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### **Description**

I think that any media outlet has a obligation constitutionally to make coverage as accurate as possible.... Is this story accurate?

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**Ticket: # 780283 - Data caps**

**Date:** 1/29/2016 10:01:43 AM

**City/State/Zip:** Charleston, West Virginia 25314

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink should have no power over how I use the internet. Suddenlink is not a company smart enough to create content people actually want to enjoy on the internet. Suddenlink should not be allowed to play "gatekeeper" to content accessed via the internet. Suddenlink should not be able to pass their monetary losses of an outdated cable product onto its customers because of their lack of innovation and care for customers.

---

**Ticket: # 781023 - Internet Provider does not provide open access to the internet**

**Date:** 1/29/2016 2:20:11 PM

**City/State/Zip:** Jacksonville, Florida 32257

**Company Complaining About:** Hotwire Communications

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## **Description**

We are a condominium community. Residents do not have the ability to choose their own internet company. The provider is Hotwire Communications. The company admits that they do not have the capacity to serve our community. One-hundred and twenty residents share one data line. Residents either cannot get online, are kicked off line or experience intermittent service when trying to use the internet.

Meetings with the company representative only produces repetitive rhetoric citing reasons (excuses) why the appropriate cable cannot be available to the community at this time.

The local competitor is offering 150 Mbps speed for \$60 per month. We are paying \$65.00 per month and our max speed is 10 times slower than that. When we measure the speed online it shows around 13.2 Mbps, but Hotwire advertises that we should get 15 Mbps. When we call Hotwire Customer Service, they say we would never get 15 Mbps. In addition, there are latency issues.

Recently it was brought to my attention that homeowners have had tenants refuse to renew leases due to this problem. The lack of service has diminished our community's reputation.

In today's business world, employees are encouraged to work from home after hours, an impossible work set-up for our residents.

During the early evening hours, our elementary, middle and high school-aged students cannot do their school work online. In our county, hardback text books have been replaced by on-line modules for elementary students and during the 2016-2017 school year, middle schools will move to the on-line format. It is inexcusable that students are denied the ability to do homework online.

The contract with Hotwire Communications is in effect until the end of 2018.

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[Ticket: # 784256 - Comcast Data Caps](#)

**Date:** 2/1/2016 11:49:47 AM

**City/State/Zip:** Atlanta, Georgia 30341

**Company Complaining About:** Comcast

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### **Description**

This is an unfair practice and completely goes against everything Net Neutrality stands for.

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**Ticket: # 782230 - unwanted messaged**

**Date:** 1/29/2016 10:17:26 PM

**City/State/Zip:** Louisville, Kentucky 40229

**Company Complaining About:** AT&T

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## **Description**

Distribution Registry Customer Service (Pager) <(b) (6)> is getting unwanted texts to this number. This is very disruptive to our business, as it causes alerts to go out to the team and waste everybody's time. These messages come from emails that seem to spoof apple, bank of america and others. we've received these emails from the following:

(b) (6)

(b) (6)

(b) (6)

Please investigate these and stop this activity.

---

**Ticket: # 782341 - Outlook**

**Date:** 1/30/2016 1:46:49 AM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** AT&T

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## **Description**

I have been using Outlook for about 15 years all the way back to the Hotmail days and now I have problems with the service. My Emails keep getting deleted even though I never deleted them The button where you click to separate unread email from the read ones never works No one has been helpful and if you research this issue on Google 1000's of people are having the same issue! PS I have changed my password 6 times thinking I had been hacked but the situation never changes!

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[Ticket: # 782352 - websites wont unsubscribe me](#)

**Date:** 1/30/2016 2:17:04 AM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** T Mobile

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## **Description**

I keep getting emails frim websites that i do not want. When i click on unsubscribe, it does nothing

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**Ticket: # 782468 - Lack of Service**

**Date:** 1/30/2016 10:38:40 AM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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## **Description**

Until the net neutrally act passed I had few problems with Comcast.net in Lansing, Mi. Since than I had nothing but trouble. I've been timed out doing my e-mail of several occasions. Several times I've been timed out trying to load their webpage. Now I have a thirty minute wait to get the web page loaded and another twenty to load my email. That is if the system is working. I often have to load the web page two or three time in the last month. I had so much trouble having to get on that Thursday the 28th I had 647 emails I currently have a hundred 30 January.

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**Ticket: # 782771 - I pay for internet that i never have**

**Date:** 1/30/2016 2:13:32 PM

**City/State/Zip:** Miami, Florida 33172

**Company Complaining About:** AT&T

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## **Description**

we have many problems with At&T DSL internet service, most of 3 years always in december they send a "service interruption notice" because they duplique the account for one of community for a personal and they send a invoice of 37,56\$ for service that we paid for the community of Fountaineblue court Yards west, we call more of 20 times for many numbers and they can resolve this problem, we pay 56,37\$ for the urgency of get the service of internet but they not reconnected because the account number (b) (6) 7 920 don't appear in his system. we call to the community manager and he have many problems with AT&t because all our neighbors have the same singular problem, he said that this contrat with this bad company AT&t is to 2018 with DSL. This is incredible and we can't chance this ban company with other of more technology and best price, the community don't have liberty of choice and decide finish with this bad service. please we hear of you for help ti us with this DICTADOR of AT&t

Thank you

(b) (6)

(b) (6) miami FI 33172

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**Ticket: # 782898 - Net Neutrality Rules**

**Date:** 1/30/2016 3:39:43 PM

**City/State/Zip:** Boonsboro, Maryland 21713

**Company Complaining About:** Antietam Cable Television (b) (6) Hagerstown, Md 21740

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**Description**

Doesn't this type of tier pricing from (Antietam TV or Digital Phone services, (b) (6) Hagerstown, MD 21740) go against the new Net Neutrality Rules enacted in February 2015 and went in to effect in June 2015?

Starter: 3M down/ 1M up, 150GB per month. (This package is no longer available).	\$44.95
Go Fast: 10M down/ 1M up, 300GB per month.	\$54.95
Ultra Fast 30: 30M down/ 5M up, 400GB per month.	\$74.95
Ultra Fast 50: 50M down/ 5M up, 550GB per month.	\$89.95
Ultra Fast 75: 75M down/ 5M up, 750GB per month.	\$109.95
Ultra Fast 100: 100M down/ 5M up, 1,250GB per month.	\$124.95

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**Ticket: # 782973 - Sudden Link**

**Date:** 1/30/2016 4:39:51 PM

**City/State/Zip:** Kingman, Arizona 86401

**Company Complaining About:** Sudden Link

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## **Description**

Our Internet provider didn't notify us, or the town, of a data limit. I got an email 1/28/16:

Dear valued customer,

Your Internet account recently exceeded 80% of the monthly data plan included with your current service. As demand for Internet content continues to grow, it may be time to update your plan.

You can check your usage by going to [suddenlink.net](http://suddenlink.net) and logging into My Account or calling (b) (6)

(b) (6)

Note: We do not charge for extra usage until an account has exceeded its data plan more than twice.

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**Ticket: # 782974 - Comcast Internet Usage Cap**

**Date:** 1/30/2016 4:39:58 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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### **Description**

Comcast just put a cap on our internet usage. I made a call today to them and the comcast agent informed me that the Government forced every provider including them to set a 300 GB cap on each household. But for an extra \$30 we can add the unlimited data.

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[Ticket: # 782985 - Suddenlink Data charges](#)

**Date:** 1/30/2016 4:57:36 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink changed internet services without notice to have a limit on data usage.

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**Ticket: # 782997 - Comcast data caps**

**Date:** 1/30/2016 5:09:08 PM

**City/State/Zip:** Coral Gables, Florida 33134-1353

**Company Complaining About:** Comcast

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## **Description**

Comcast has started to limit the amount of usage and has set a cap of 300 GB, when I never had a cap or had to worry about how much I was using. I contacted them regarding the change and the Comcast customer service representative said that there is nothing they can do and the company has the right to make any changes they see fit. My router has registered 1/2 the usage that they are claiming I've used and when I asked for a detailed statement, they said that they don't have it. I was also told that for an extra \$30 I can have unlimited usage. It is clear that Comcast is trying to force it on their customers the extra \$30 charge by lying on the usage, and more upsetting is that the goverment is looking the other way while customers are being lied to by a giant cable company who wants more profit at the cost of their consumers .

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[Ticket: # 783158 - Blue ridge cable](#)

**Date:** 1/30/2016 8:17:09 PM

**City/State/Zip:** Albrightsville, Pennsylvania 18210

**Company Complaining About:** Blue Ridge Cable

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## **Description**

I am a customer of blue ridge cable and they recently instituted a cap on internet use, I find this cap restrictive and it's not what was in place when I signed up for service. Unfortunately where I live I have no other choice for internet provider. I don't feel blue ridge, as a geographical monopoly should be allowed to dictate usage like this.

---

[Ticket: # 783211 - Data caps and speed WAY below plan.](#)

**Date:** 1/30/2016 8:58:24 PM

**City/State/Zip:** Fort Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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## **Description**

I exceed the cap you wrongfully put on my Internet, my family got rid of TV to save money, and now only have Netflix and hulu. We use up the 300 gigs in a week. On top of that, I pay for 50 gbps and am lucky to get 15. These alone are reasons for a class action lawsuit. There was no notification of the cap when in purchased this plan, and there is no other company's that provide high speed Internet on fort campbell. Is this how comcast treats our military?

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[Ticket: # 783274 - Internet cap](#)

**Date:** 1/30/2016 10:16:31 PM

**City/State/Zip:** Ringgold, Georgia 30736

**Company Complaining About:** Comcast

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## **Description**

I use internet for everything. Work, entertainment, news, knowledge (school), etc. To have a cap means to just go back in time and remove this luxury we have. People make livings off of the internet to make it to where we have to keep track of how often we are allowed to use it should be illegal. We pay for our service and company's such as Comcast need to acknowledge the fact that the only reason so many people use them is because there are no other choices in the living area and they are monopolizing there ability to take advantage of the everyday consumer.

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**Ticket: # 783391 - Frontier Broadband internet**

**Date:** 1/31/2016 5:58:08 AM

**City/State/Zip:** Spencerville, Ohio 45887

**Company Complaining About:** Frontier Communications

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## **Description**

I believe that Frontier is being dishonest in the availability of high-speed internet services in my area. Their package description in advertising says they will give 6megabit connection speeds but I have received no more than 2.7megabit throughout the time I have had their service. The service is also of such quality that several of my internet dependent applications, such as communicating with friends and family does not function as it should on an acceptable-latency network connection. As such they continue to overcharge as well as refuse to credit my account since they say they are "unable to provision more than 3 megabit" speeds to my address. This is not true because I have done personal investigation that proves they have access to infrastructure to provide more than five times that speed. They continue to have bad customer service and charge much more than advertised costs. I wish for you to open a formal investigation. I have attached some of their Promotional Material. I would attach a monthly statement showing How They have been charging me over \$70 per month, for a service that should only cost me \$20/month, while still providing less than half the internet speed they advertised. I can and will provide further billing information when their online billing system is working again. As of this message it is down, So, I am unable to retrieve my billing information. Thank you for your time, and hopefully, something can be done about this injustice.

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[Ticket: # 783527 - Data Usage Caps](#)

**Date:** 1/31/2016 12:57:32 PM

**City/State/Zip:** Miami, Florida 33190

**Company Complaining About:** Comcast

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### **Description**

Data usage cap is unfair to those that use the internet. Comcast has a 300GB cap. I have children who use the internet for school or to watch children shows.

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**Ticket: # 783648 - Comcast Data Cap**

**Date:** 1/31/2016 3:35:33 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-costumer policies like data-caps, and monopolizing the free flowing of information.

Thank you for your consideration,

(b) (6)

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[Ticket: # 784195 - unwanted texts](#)

**Date:** 2/1/2016 11:31:58 AM

**City/State/Zip:** Billerica, Massachusetts 01821

**Company Complaining About:** Weibo And Tencent

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### **Description**

I am getting multiple test messages daily from Weibo and Tencent. It started with one a day now I get 4 a day from Weibo and 3 or 4 from Tencent--They are the same company.

---

**Ticket: # 784701 - HOA Internet Service Question**

**Date:** 2/1/2016 2:14:16 PM

**City/State/Zip:** Eagle Mountain, Utah 84005

**Company Complaining About:** Unknown At This Time

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**Description**

Our HOA is asking if, as a community, we want to collectively pay an additional \$56 each month for gigabit Internet. Sounds great in theory but they won't tell us who the provider is and, if the vote passes, we would have to pay the extra each month whether we use the service or not. My question is: Does that violate some kind of net neutrality rule somewhere? It really stinks that they would try to force us to pay for something we don't want. If I decided that I don't like the provider for one reason or another I'm stuck paying for it still.

Thanks for your time.

---

**Ticket: # 784921 - Naked DSL**

**Date:** 2/1/2016 3:08:26 PM

**City/State/Zip:** Malad, Idaho 83252

**Company Complaining About:** Atc Net

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## **Description**

I live in a rural community, Malad, ID. I am being forced to buy a phone line with my fiber optic internet service, despite not needing it. It is a HUGE waste of money for me and my family and for MANY of the people in my community. However, our local service provider would not financially be able to offer those services to me without the kickback they would otherwise get. I'm disappointed with the FCC in that they have not changed the requirements of their incentive program to include "naked" broadband connections under their subsidies.

---

**Ticket: # 785040 - COMCAST FIREWALL DOES NOT ALLOW ME TO ACCESS TO WEBSITES**

**Date:** 2/1/2016 3:38:44 PM

**City/State/Zip:** Boca Raton, Florida 33434

**Company Complaining About:** Comcast

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**Description**

Comcast is my internet provider. I would like to report that for the last 3 weeks Comcast's firewall does not allow me to access to different websites and I went to my neighbor's house and he has AT&T and I could access right away. One of the websites I cannot access is [www.event.on24.com](http://www.event.on24.com) I have called Comcast many times and explaining the same problem over and over again and they cannot figure out what the problem is and they suggest that have to check my modem, my router my computer, they suggest to eliminate cookies and I have done so and continues having the same problem. This is extremely frustrating and I know this is in the Comcast firewall. RESOL: The main thing I want is to have the problem fixed and want a response from Comcast since I have spending hours and hours to have the problem resolved. CTR-11

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**Ticket: # 785847 - Throttling**

**Date:** 2/1/2016 8:26:31 PM

**City/State/Zip:** Littleton, Colorado 80127

**Company Complaining About:** Centurylink

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### **Description**

Centurylink thottles video content during high usage hours (about 3pm until 9pm) every day. This goes directly against FCC guidelines.

---

[Ticket: # 787173 - theft of content of many websites](#)

**Date:** 2/2/2016 3:10:19 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** AT&T

---

## **Description**

The owner of <http://blessedsource.com> also owns several other duplicate websites many created within the past year. All of the content is stolen from actual authors, mostly without attribution. He has paid to hide his identity and his web host "Enom.com" has not acted. He does not respond to my request via social media. Please contact me for more links and information if needed.

---

**Ticket: # 787383 - Unlawful Seizure of Private Emails**

**Date:** 2/2/2016 4:02:47 PM

**City/State/Zip:** Hixson, Tennessee 37343

**Company Complaining About:** Comcast

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## **Description**

I provide the description in the previous complaint

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[Ticket: # 796946 - political censorship](#)

**Date:** 2/7/2016 5:55:53 PM

**City/State/Zip:** Weston, Massachusetts 02493

**Company Complaining About:** Verizon

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## **Description**

Verizon allows me to receive political emails from the Jeb Bush campaign but blocks as spam any message I attempt to send in reply to an email I have received. I have attached 1 example but Verizon appears to block all such attempts to reply.

---

**Ticket: # 787915 - Suddenlink - Data Caps****Date:** 2/2/2016 6:34:04 PM**City/State/Zip:** Kingman, Arizona 86409**Company Complaining About:** Sudden Link

---

**Description**

Last week, I began receiving notices that I had exceeded my monthly data limit and was being given a one time exception from being charged an overage fee. I've received additional notices indicating that I can choose a higher priced plan to better meet my data usage needs. When I dropped my cable TV from Suddenlink in October and went to an internet only plan, I was told that I was paying for my data speed only, not data usage. And, in the age of the internet, charging for data usage is a revenue practice that unfairly impacts consumers. I agree with this message cited from the article linked below: Stop the Cap! believes there is no credible reason Internet providers should be imposing compulsory usage caps or usage billing on anyone.

“Broadband is a huge money-maker and the costs to offer it continue to drop even as provider profits rise,” said Dampier. “Rationing broadband with a usage allowance is as credible as rationing Niagara Falls or breathing.”

<http://stopthecap.com/2015/09/23/fcc-demands-details-about-charters-suddenly-retired-usage-caps/>

Stop the Cap, Suddenlink! You serve mostly rural communities in AZ that require access to entertainment, shopping and other entities that are not available locally. The internet is our link to civilization.

---

[Ticket: # 788277 - YouTube throttling from Comcast in West Linn area.](#)

**Date:** 2/2/2016 9:49:46 PM

**City/State/Zip:** West Linn, Oregon 97068

**Company Complaining About:** Comcast

---

## **Description**

For the past week, between 4:30 pm and through 6 pm PST, YouTube buffering speed drop to abysmal levels. While I can normally watch 1080p 60fps videos, my download speed is reduced to only being able to watch 240p or 144p quality.

To verify this was not on my end, I both ran a speed test, and loaded the same video through a safe proxy. The speed test ran at 50 Megabits per second, and the video loaded at full quality, almost instantly at 720p. I do not have access to a VPN for the most stringent of test however.

---

[Ticket: # 788471 - Sudden link caps](#)

**Date:** 2/3/2016 1:41:39 AM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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### **Description**

These "caps" is a huge inconvenience! I am a full time student, a full time mom, and I am constantly on the Internet with learning games for my child! Thes caps and than the prices are out ragous and unacceptable. Let alone I was not even mailed about this change or even notified! Also unacceptable and actually rude.

---

[Ticket: # 788496 - Violation of net neutrality](#)

**Date:** 2/3/2016 2:59:15 AM

**City/State/Zip:** Cresco, Pennsylvania 18326

**Company Complaining About:** Blue Ridge

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## **Description**

Blue ridget is in clear violation

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**Ticket: # 788812 - Net Neutrality Concern**

**Date:** 2/3/2016 11:39:51 AM

**City/State/Zip:** La Plata, Missouri 63549

**Company Complaining About:** Hughes Net

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### **Description**

Please read the text from their legal web page here:

<http://legal.hughesnet.com/NetworkManagement.cfm>

Doesn't inspecting and prioritizing traffic go against the spirit of net neutrality?

---

**Ticket: # 789100 - Monopoly**

**Date:** 2/3/2016 1:11:32 PM

**City/State/Zip:** Loves Park, Illinois 61111

**Company Complaining About:** Comcast

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### **Description**

There are no other cable or internet providers available in my neighborhood area, although just 1/2 mile away they have many choices. When Ive contacted other companies they say they can not go in to this area, as if its owned by Comcast. I feel that there is a monopoly going on. Their rates are price gouging. For simple cable ( no pay channels or anything fancy ) and internet I am paying over 175.00 per month. That is highway robbery.

---

[Ticket: # 790830 - Re: \[FCC Complaints\] Re: Verizon wireless](#)

**Date:** 2/3/2016 10:06:06 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Verizon Wireless

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## **Description**

This is a follow-up to your previous request #690732 "Verizon wireless"

So if they dont reply in 30 days what happens?

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[Ticket: # 790695 - intentional service droppage](#)

**Date:** 2/3/2016 8:33:21 PM

**City/State/Zip:** Humble, Texas 77338

**Company Complaining About:** Comcast

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## **Description**

I had a business class connection with Comcast and never had a single issue. The moment I switched to residential service, I started having complete outages, temporary outages, huge latency issues and speed issues. I believe that comcast is intentionally causing service issues to residential accounts to force customers in to higher price business accounts. Both accounts use the same fiber network, the same switches... there is no reason one account should be stable and the other plagued with issues.

---

**Ticket: # 790994 - Comcast Data Caps**

**Date:** 2/4/2016 1:37:24 AM

**City/State/Zip:** Chamblee, Georgia 30341

**Company Complaining About:** Comcast

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**Description**

I have previously filed a ticket on the tactics Comcast used to sell my plan, specifically, that they never informed me of a data-cap during the sale.

This ticket, though, is about the existence of the data-cap. Comcast has implemented a 300GB datacap on a plan that costs \$70/mo without special deals. To add "unlimited" data is an extra \$35/mo which, as I was told by someone in Comcast Business Class, could be yanked anytime since it is a trial program.

I am complaining because there are no consumer advocates on this issue. My choices for internet services are very slim, and I researching if anything else in my area will be affordable, dependable and offer the amount of bandwidth I need.

300GB is paltry. Once Netflix, video games, and other devices are factored in, its not much. It used to be a lot. But Comcast has refused to up their data limitations with the the times.

---

[Ticket: # 791087 - Comcast's data cap and usage fees for internet access](#)

**Date:** 2/4/2016 9:05:33 AM

**City/State/Zip:** West Palm Beach, Florida 33411

**Company Complaining About:** Comcast

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## **Description**

This cap is unfair and unnecessary.

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[Ticket: # 799598 - Net Neutrality Complaint](#)

**Date:** 2/9/2016 9:55:44 AM

**City/State/Zip:** Chesterfield, Michigan 48051

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 791851 - Monopoly pricing of internet with uncompetitive low bandwidth caps**

**Date:** 2/4/2016 1:30:04 PM

**City/State/Zip:** Cranberry Twp, Pennsylvania 16066

**Company Complaining About:** Armstrong

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## **Description**

Hi,

Our local Internet Service Provider - Armstrong (armstrongonewire.com) just sent out a notice of another jump in subscription rates. The least expensive usable Internet service is at \$50 and it has a measly 200GB cap. Unfortunately the only other alternative for consumers in this area is a DSL provider that does not work well for Internet connections. Armstrong is abusing it's monopoly position to overcharge and cap usage at unreasonable levels. By capping Internet at 200GB I'm unable to use Netflix and other over the top providers that are in direct competition with Armstrong provided cable services. This goes against the principle of net neutrality,. This anti-competitive stance and price gouging must be stopped.

---

**Ticket: # 791979 - Online Forums for sick, vicious people on mainstream media sites**

**Date:** 2/4/2016 1:48:36 PM

**City/State/Zip:** Ligonier, Pennsylvania 15658

**Company Complaining About:** Comcast

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## **Description**

Several times I've written to major media/news outlets about the practice of hosting open forums online. CNN has closed their comment sections, which I think was an excellent idea. During the last week I've complained to both AOL and Fox and received "responses" that indicated that they aren't even reading the COMPLAINTS, much less monitoring content. The flagged comments are never removed and there is no end to the sick, vicious comments people - most of them sound like young, vicious males. Why are we doing this? Is this what our government thinks free speech is? With freedom comes responsibility, and if we aren't willing to insist on responsibility then maybe we shouldn't provide these forums.

---

**Ticket: # 792310 - Comcast's new 300 GB/mo. data cap and usage fees for internet access (in Broward County), as it relates to fair usage and net neutrality laws**

**Date:** 2/4/2016 3:08:49 PM

**City/State/Zip:** Weston, Florida 33327

**Company Complaining About:** Comcast

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## **Description**

After this 3-month "transitional period" they will begin charging an extra \$10 for every 50 GB of overage, per month, or forcing me to pay extra \$35 for unlimited plan.

I have been dealing with them for a while as suddenly, I am 'using' more data than I have ever used before. Previously, my max use was 192 GB in a month. Suddenly it is + 300. I am not aware of any increased use.

Also, can they slap this 'cap' on me out of the clear blue sky? We never had a 'cap' before, nor was it mentioned anywhere in the service order-later-converted-into-a-contract. Nor the previous provider ever had it or exercised such tactics.

Is this 'Bait & Switch'? Comcast is exercising power leveraging a monopoly position over the Internet Services that I need.

---

**Ticket: # 793514 - Limited data and other**

**Date:** 2/4/2016 11:00:30 PM

**City/State/Zip:** Twin Falls, Idaho 83301

**Company Complaining About:** Cable One

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## **Description**

I am filling a complaint about cable one in twin falls Idaho.

They will not refund my security deposit.

They charge my credit card each month. It was not authorized.

They increased my bill without notifying me.

Lastly they added a monthly 300GB limit. This isn't even 10 episodes of 4k TV. If I use my internet at max speed for for than 1% of the billing period they will cancel my service or force me to upgrade.

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**Ticket: # 793520 - Cable One Issues**

**Date:** 2/4/2016 11:10:39 PM

**City/State/Zip:** Twin Falls, Idaho 83301

**Company Complaining About:** Cable One

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## **Description**

This is a re submission because some of the info was incorrect. I am including my cable one account number this time: 105852305

I am filling a complaint about cable one in twin falls Idaho.

They will not refund my security deposit.

They charge my credit card each month. It was not authorized.

They increased my bill without notifying me.

Lastly they added a monthly 300GB limit. This isn't even 10 episodes of 4k TV. If I use my internet at max speed for for than 1% of the billing period they will cancel my service or force me to upgrade.

---

**Ticket: # 794896 - Open Access to Media, Information, etc. Denied**

**Date:** 2/5/2016 4:39:50 PM

**City/State/Zip:** Bloomington, Indiana 47403

**Company Complaining About:** Dish Network

---

## **Description**

Over the previous two days, access to relevant .gov webpages for Congressional leaders and other .gov webpages have been inaccessible for me, and me alone in my residence, shedding light of inconsistent behavior with the Net Neutrality fundamentals. I do not believe this is coming from the provider, though, as nations like China are invoking its rule of law internationally. I can, however, access whitehouse.gov, fcc.gov, and fbi.gov, but I cannot access pages like house.gov, or senate.gov, including my own Congressman's webpage. As an activist with a moderately conservative platform, vital research to maintain accountability through advocacy has been breached by whatever and whoever is targeting my spot in the lane on the internet. My privacy is also at risk. My roommates, who I have discussed this matter with, have had no trouble gaining access to .gov pages, but they, mostly, have not been subject to losing civilian status in their lifetime. Therefore, it would be inaccurate to think that other students using .gov pages, for research or other constructive purposes, are being targeted through .gov activity. Notice of implementation of a firewall to protect vital, personal information, would have been nice if that is the case.

---

**Ticket: # 795328 - Data Usage Caps**

**Date:** 2/5/2016 7:22:54 PM

**City/State/Zip:** Lauderhill, Florida 33351

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data usage cap on my internet. This is effectively forcing me to switch from my current television provider Netflix over to their service. The service which I signed up for was originally unlimited, and now I am required to pay a \$35 fee to receive a similar service level as i previously had. This is unethical, a monopoly and a breach of contract.

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**Ticket: # 795416 - Verizon Data Billing**

**Date:** 2/5/2016 8:00:47 PM

**City/State/Zip:** Coppell, Texas 75019

**Company Complaining About:** Verizon Wireless

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## **Description**

When I use a video streaming service like Netflix, it charges to my limited data plan which is extremely expensive to upgrade or go over.

When I use Go90 it does not bill to my data plan despite using the same airwaves and connection.

How is this legal? I want to be able to use my provider of choice without incurring extra costs or needing additions to my account.

---

[Ticket: # 795652 - Verizon excluding GO90 video app from data caps](#)

**Date:** 2/6/2016 1:05:25 AM

**City/State/Zip:** New York, New York 10029

**Company Complaining About:** Verizon Wireless

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## **Description**

I don't think it's fair that the data I use to support my education and job as a researcher in a medical field gets metered while any data used through the GO90 video app does not. This is preferential treatment to this app which has a deal with Verizon which violates net neutrality and makes it hard for people like me who may want to start a mobile healthcare technology related startup have an equal right to internet access through Verizon. This is horrible for me.

---

[Ticket: # 795657 - Net Neutrality Data Caps](#)

**Date:** 2/6/2016 1:16:26 AM

**City/State/Zip:** Sarasota, Florida 34240

**Company Complaining About:** Myakkatech, Myakka Technologies

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### **Description**

My home ISP charges customers based on their data usage in violation of the Internet Neutrality Act. Costs begin at 50.00 for 30gb up to well over 100.00 for data usage cap of 300 gb. This appears to violate the terms of the Neutrality Act. We live in a rural area and only have one choice for home ISP creating a monopoly. The ISP is called MyakkaTech, Sarasota Florida.

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[Ticket: # 795658 - pornographic pictures, vulgar language,](#)

**Date:** 2/6/2016 1:20:02 AM

**City/State/Zip:** Dallas, Texas 75227

**Company Complaining About:** Metropcs

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## **Description**

Popular on line WORDFEUD (Bettendorf free) game chat forums displaying pornographic pictures of male genitalia seemingly aimed at the homosexual community. So far noticed that they join daily, change their user names often and enter games with the sole purpose of soliciting sex and pornographic conversations and nude pictures. Even parents who monitor their child's internet activity cannot protect them from these images because they are initiated by simply starting a new game. I have reported it to the wordfeud site directly with no response. I intend to follow up with state representatives and congressmen if no reply is given.

---

**Ticket: # 795737 - Comcast and Hurricane Electric peering, net neutrality**

**Date:** 2/6/2016 10:26:26 AM

**City/State/Zip:** River Falls, Wisconsin 54022

**Company Complaining About:** Comcast

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## **Description**

Hi. I have a contract with Comcast to provide internet service to my residential home in Wisconsin. I also own servers in Las Vegas, Nevada and my upstream bandwidth provider is Hurricane Electric. I send data back and forth between my Las Vegas servers and my home PC connected via Comcast pretty much all the time. About a week and a half ago Comcast began to drop from 20% to 80% of all my packets that sent from my Las Vegas servers to my home Comcast IP. Specifically only the data that transits over Hurricane Electric peering to Comcast's internal backbone was dropped. I have no issues with packet loss from my New York servers that transit over NTT's backbone to Comcast's backbone.

Comcast is breaking net neutrality rules by intentionally de-prioritizing transiting data from their peering with Hurricane Electric. I am sending data from myself in Las Vegas to myself in Wisconsin and Comcast is breaking their contract with me as an ISP by not allowing that data through. The effect of this is that when I use an SSH proxy from my home IP to my Las Vegas server IP to browse the web webpages take many minutes to load if they load at all. Usually the connections time out. When I switch to my east coast NTT-transit server and ssh proxy everything is fine.

I have contacted Comcast by phone and spent over 3 hours with them. They confirmed to me that they are dropping the Hurricane Electric data though I'm sure at any FCC inquiry they will deny this. I have attached detailed traceroute logs showing the packet loss as "comcast-net-neutrality-breaking-the-contract.txt"

I attempt to get Comcast to credit my account since they were not providing the service I paid for. They refused to do this.

Because of the monopoly Comcast is granted I cannot switch ISP. The FCC is my last hope.

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**Ticket: # 795762 - Comcast Internet**

**Date:** 2/6/2016 11:12:27 AM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Comcast has put data limits in place that do not match real world usage. i have 4 kids at home who all have smart phones and tablets and use video games. i am going over my data limit each month and getting charged extra for something i already pay for and have no other company i can switch too. this is a monopoly and needs to be taken care of.

---

[Ticket: # 795942 - Suddenlink Internet Caps](#)

**Date:** 2/6/2016 1:29:53 PM

**City/State/Zip:** Greenville, North Carolina 27858

**Company Complaining About:** Sudden Link

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### **Description**

I have a 350 MB cap on my home internet and Suddenlink is the only provider in town. There is no unlimited option and streaming 4K content can quickly burn through this cap. They claim "network integrity" as the reason for the caps. I feel its unfair to have a cap on home internet service.

---

**Ticket: # 796712 - Price on how much "communicatin" you consume?**

**Date:** 2/7/2016 11:11:56 AM

**City/State/Zip:** Lexington, Kentucky 40516

**Company Complaining About:** Dish Network

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### **Description**

Companies like Comcast are not acting in the best interests of the average consumer; they seek to monopolize. It's up to the government to see that their gouging behaviors, such as limiting access to the internet through price caps or any other means, is halted. Please do not let companies like Comcast hold the American people hostage.

---

**Ticket: # 796896 - no internet service**

**Date:** 2/7/2016 4:37:56 PM

**City/State/Zip:** Eloy, Arizona 85131

**Company Complaining About:** Aire Beam

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## **Description**

service is shut off frequently . when I call their technical office with this problem they usually try to tell me I have a computer issue . sometimes my lap top is shut off or sometimes my wife's ipad is shut off ( no internet access )other times both are shut off . this service is through a WIFI system . I can go over to a friends place who has a direct antenna to this same service provider and can then access the internet so I know it is not my laptop. Today we were both down and after a considerable amount of time I asked the lady service tech. for the telephone # of the FCC . She said nothing but very soon the service ( internet) was turned back on . It is not that they are possible overloaded ( sold more service than they can provide ) but randomly shut people off to the internet . If shut off it can be 1:30 in the morning so it is not just a common overload issue .Other parks use different service providers and have no issues . They keep telling me they will reimburse for the days we are down but when I ask for the reimbursement , none is given . I want the service not the reimbursement . We will be at this location until the end of March .

---

[Ticket: # 797012 - unwanted emails](#)

**Date:** 2/7/2016 9:09:30 PM

**City/State/Zip:** Stevens Point, Wisconsin 54482

**Company Complaining About:** Charter

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### **Description**

I have unsubscribed at least 10 times with Choxi. They keep sending me unwanted emails. I've also sent them messages to tell them to please stop sending me unwanted solicitations and i receive one to two per day!

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[Ticket: # 797110 - Data Caps](#)

**Date:** 2/8/2016 1:46:16 AM

**City/State/Zip:** Hadley, Pennsylvania 16130

**Company Complaining About:** Armstrong

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## **Description**

My internet provider has a hard cap of 200GB a billing cycle, and after doing a little bit of research I found that this would be a clear violation of Net Neutrality and feel that this should be addressed, and have heard many people's complaints and people having already filed complaints with the FCC.

---

**Ticket: # 797131 - Unwanted Pop Ups****Date:** 2/8/2016 3:45:30 AM**City/State/Zip:** Ann Arbor, Michigan 48103**Company Complaining About:** Comcast

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**Description**

Xfinity has recently established wifi routers all over Ann Arbor, where I live. However, every single time I open a device a pop up ad occurs, even though I have deleted the network off of my saved network preferences and even when I am in my own home with my own router. This is akin to having someone place a bumper sticker on your windshield every time you go and drive and should be considered harassment. Additionally, it is unpaid for advertisement that my computer broadcasts every time I turn on a device, even if I am not using an internet browser. As you can see, they even have placed a "Not a Comcast customer?" on this pop up, which shows that it is essentially an advertisement on my personal property without my permission. Please see attached photo.

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[Ticket: # 804037 - porn emails](#)

**Date:** 2/10/2016 9:24:44 PM

**City/State/Zip:** Bluffdale, Utah 84065

**Company Complaining About:** Centurylink

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## **Description**

sick and tired of getting these obscene and pornographic offers with naked ladies on my lundnguns@yahoo.com email site, they appear to be coming from a foreign country but come right on through my security systems

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[Ticket: # 797301 - Comcast Data cap](#)

**Date:** 2/8/2016 10:50:40 AM

**City/State/Zip:** Ft Campbell, Kentucky 42223

**Company Complaining About:** Comcast

---

### **Description**

I have had my service for only 8 days and Comcast already states I have used 39 GB. I am in the military and I barely have any time to use the service. I am already paying 60 dollars just for the Internet and now they want to charge me another fee for not even going over my cap. Please do something about this.

---

[Ticket: # 797906 - Net neutrality and Comcast data caps](#)

**Date:** 2/8/2016 2:13:10 PM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Comcast

---

### **Description**

Comcast does NOT cap data coming through their Xfinity system but does cap data if one uses Netflix. This seems like a clear violation of net neutrality.

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**Ticket: # 797969 - Banking scam**

**Date:** 2/8/2016 2:25:04 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Navy Federal Credit Union

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## **Description**

I received through the above email today that I know it was a scam because I don't have an account at Navy Federal Credit Union. It stated that my account at Navy Federal Credit Union needs to be updated as part of commitment to reduce the instance of fraud on their website. Instruction to click below :

<https://www.navyfederal.org/directbanking/signon?LOB=CONS&screenidAc>

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**Ticket: # 798163 - NewWave Communications Slowed my Service on 2 Different Occassions**

**Date:** 2/8/2016 3:14:56 PM

**City/State/Zip:** Olney, Illinois 62450

**Company Complaining About:** Newwave Communication (newwavecom.com)

---

**Description**

NewWave accused me of violating copyright laws because I had downloaded a file. They then slowed my Internet service to barely operable status. I called them and they said that they had slowed my Internet because of a file on my computer. It is my belief that they have no right to slow the Internet or have no right to any of my browsing history. In addition, they shouldn't know what is or is not on my computer. The last occurrence of this type of behavior was toward the end of January, 2016.

---

[Ticket: # 799070 - Comcast disconnect fee](#)

**Date:** 2/8/2016 8:24:03 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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### **Description**

Comcast regularly slowed down our internet when streaming Netflix. Never got anywhere near the 50mb per second that we paid for. Billing was inconsistent. Charges 230 dollar disconnect fee when we moved even though we never signed a contract with them.

---

**Ticket: # 798980 - Comcast**

**Date:** 2/8/2016 7:44:42 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

poor service in general. I feel that Comcast forcing a flat 300 gb monthly limit on all tiers of their internet service without warning when customers are locked into years long contracts is an unfair business practice. In my area there is no other option for Internet service. I do not understand how Comcast and other large cable companies do not run afoul of anti-monopoly or anti-trust regulations. I feel charging a high monthly fee for cable internet service and later adding an un announced limit with overage fees is wrong. If large cable companies can charge fees per gigabyte with no options for their customers, in a world where Internet access is increasingly critical for business, entertainment, and communication--then Internet access should be treated as a utility like power or water and should be regulated as such. Comcast and its ilk should not be able to put the squeeze on huge customer populations who have no options and no protection. It is predatory and wrong.

---

[Ticket: # 799783 - Sponsored Data Programs violate net neutrality](#)

**Date:** 2/9/2016 11:26:54 AM

**City/State/Zip:** Franklin Park, New Jersey 08823

**Company Complaining About:** Verizon Wireless

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### **Description**

I believe Verizon's sponsored data program FreeBee violates net neutrality and in the long run will increase costs to me the consumer

---

[Ticket: # 799897 - cramming-jamming-obstruction of access](#)

**Date:** 2/9/2016 12:03:26 PM

**City/State/Zip:** Felton, Delaware 19943

**Company Complaining About:** Hughes Net

---

### **Description**

My attempt to gain access to my e-mail account was blocked by Google with security demands and inducements to change or alter my activities.

I am a Senior Citizen, I pay for access through HugesNet and am constantly burdened with in my opinion fictitious security demands which will most likely require addition financial burdens upon myself for services not required or necessary.

---

**Ticket: # 800242 - Obscene Network name**

**Date:** 2/9/2016 1:45:41 PM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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## **Description**

I have a neighbor that uses the broadcasted network name "gofuckyourself" . When anyone searches for available networks this name appears on the list. I find it offensive. I have young grandchildren and other visitors that are subjected to this obscenity every time anyone tries to connect a device to the internet

---

[Ticket: # 801885 - sound like double dipping](#)

**Date:** 2/10/2016 1:21:57 AM

**City/State/Zip:** Cascade, Iowa 52033

**Company Complaining About:** Cascade Comuncations

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### **Description**

I'm paying for phone cable and internet services from the same company- the cascade communications. small outfit. several broadcast stations are now requiring extra cash from the my cable company to "unlock " certain shows ..... and i'm already paying to watch on tv and for internet?

oh. we have free video's????? nope.. teasers. "new videos x days from broadcast?"

---

[Ticket: # 801870 - Being coerced to purchase cable at Charter in order to watch network shows on the internet site](#)

**Date:** 2/10/2016 1:05:21 AM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Charter

---

## **Description**

I pay Charter communication 56.99 per month for Internet with WiFi. CBS will not allow me to watch TV shows on the internet which were previously aired for free on the airwaves. They are in collusion with Charter that I must be then forced to purchase cable TV in order to get a password so I can view these shows. My question is what am I paying my 56.99 a month for? I do not have cable TV and do not want it but now find I am coerced to have cable to access the internet when I already pay for that service. I believe the cable providers have colluded with the networks to bilk the public out of money. No doubt that YouTube will eventually charge us to view. This is just wrong for Charter to demand to double charge us and the networks to charge us when the shows are originally aired for free. The FCC need to step in and not allow us to be ripped off this way.

---

**Ticket: # 802181 - spamming**

**Date:** 2/10/2016 11:25:10 AM

**City/State/Zip:** California, Alaska 20850-1234

**Company Complaining About:** Beam

---

## **Description**

Hello there

Every day these spammers continuously spamming all the websites which have commenting sections.. these [REDACTED] spammers spamming all the sites with their workfromhome affiliate offers. kindly go through the following screenshots. the domain have been hosted from your service. If you are unable to take any action, further action will be taken against your supporting for the spammers. if the owner of the website not involved with this spamming, why would each and every day changes his domain names???? there are around 100 websites the same owner have . If he is not a spammer why would he maintain such huge no of websites. kindly suspend all the domain activities. at least verify the domain owner info. if you find all the domain belongs to same owner ask him why would he have such domain and verify their activity. each and every domain he is spamming will be redirected to affiliate offers. kindly follow the screen shots and take necessary action in this matter. if you not able to do any action regarding this, this will be reported to higher authorities which are monitoring spam.

Regards

Thomas

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[Ticket: # 802660 - Comcast's Data caps should not be allowed](#)

**Date:** 2/10/2016 1:44:28 PM

**City/State/Zip:** Stone Mountain, Georgia 30620

**Company Complaining About:** Comcast

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### **Description**

Comcast has charged me \$80 worth of overage fees for going over the tiny 300GB cap they have set. My internet cost only \$20 a month and they want 4X that for doing nothing. If I could change ISPs, I would. But I can't. Please it's up to you guys to make sure consumers aren't taken advantage of.

---

[Ticket: # 803477 - Comcast Data Cap Plans](#)

**Date:** 2/10/2016 5:11:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

The Comcast data plan for internet usage based on 300 GB used in the Atlanta market is nothing short of a monopoly controlling product and cost. After all, as a subscriber you are already paying for their service, which of course from time to time is below expectations, but if you exceed an arbitrary level, e.g. 300 Gbs, you are assessed an overage charge. We need for this practice to be stopped, and for more competition to be encouraged and markets opened.

thanks

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[Ticket: # 804129 - sponsored data is a violation of net neutrality](#)

**Date:** 2/10/2016 10:39:17 PM

**City/State/Zip:** W Springfield, Virginia 22152

**Company Complaining About:** Verizon Wireless

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## **Description**

Please investigate network providers' sponsored data programs, which attempt to create a balkanized internet by allowing preferential treatment of packets based on source, content or site. These actions are in direct contradiction of an open internet and net neutrality.

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[Ticket: # 804212 - Comcast Xfinity throttling my speeds](#)

**Date:** 2/11/2016 12:31:36 AM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

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### **Description**

for the past few months I've been experiencing intermittent speeds with my "broadband" connection. I'm supposed to be guaranteed 25/mbps but consistently at night only my speed will either drop to 9/mbps or no connection. Comcast has been out twice now and claim that all connections on their end and mine are good, and since they don't have 24 hour techs no one can come out at 11pm the average time it acts up. Could you look into it? I live in Jacksonville FL 32205

---

[Ticket: # 804368 - Employee from Verizon deleted my Verizon wireless card](#)

**Date:** 2/11/2016 9:44:58 AM

**City/State/Zip:** Post Falls, Idaho 83854

**Company Complaining About:** Verizon

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## **Description**

This problem has been going on since the 18th on February we a employee from Verizon deleted my unlimited wireless card from me phone plan. I have received a commitment form Verizon that the problem would be resolved from 2 hours,3 days,5 days. The five days has been 7 days ago for the third time. I have been unable fine a employee to resolve this issue

---

**Ticket: # 804683 - Unsubscribed multiple times, alerted sender I was not interested.**

**Date:** 2/11/2016 12:18:18 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Cox

---

## **Description**

I have unsubscribed from a mailing list on three different occasions. On the most recent, I warned them that I would report them if they continued sending me email. They chose to ignore this.

Email sender:

(b) (6)

\_\_\_\_\_:

**DISCLAIMER:**

Note: This is not an unsolicited mail. Under Bill 1618 Title III passed by the 105th USACongress this email cannot be considered as spam as long as we include our contact information and an option to be removed from our emailing list. If you have received this message in error or, are not interested in receiving our emails, please accept our apologies. To be removed from our mailing list, please reply with the subject line. All removal requests will be honored ASAP. We sincerely apologize for any inconvenience caused to you. (b) (6) South Plainfield, NJ 07080 Powered by Vultus ;click here to unsubscribe.

They clearly have not honored the request.

---

**Ticket: # 804806 - Dish Network slowing download speed on internet****Date:** 2/11/2016 12:49:07 PM**City/State/Zip:** Russell Springs, Kentucky 42642**Company Complaining About:** Dish Network

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**Description**

I have been a Dish network customer for 6 years, but for the last year they have sent me emails asking for more money or they would slow down my internet speed "Significantly"...When I called to complain they told me that since I was a 6 year valued customer they lowered my bill (I also have a tv bundle with them..tv plus internet) My bill of 158.00 per month was lowered to 143.28 per month and HBO free for 3 months. This was great...except when I read my email...each day they warned me that I was using too much broadband...even though I limit myself to 1-2 hours if that per day. When I called to complain again they told me I had to buy more usage..So I agreed to pay them 163.28 per month..an increase of \$20.00 ...but I still am getting threats from them on my email saying that my Internet download speed will be Significantly reduced until the end of the service period. I paid my Dish bill Feb 3rd...and each day since then I have received an email from them saying I have used up my "Anytime usage Allowance" As of today..Feb 11th they sent an email saying I had used up 60% of my usage...how can that be, I only go online to check my emails and maybe go on facebook..I do not run a business from home. Please check into this, I thought it was against the laws to slow down a persons internet. In case you need their number..it is (b) (6) ..Thank you

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[Ticket: # 809569 - Monopoly](#)

**Date:** 2/13/2016 1:09:58 PM

**City/State/Zip:** Alexandria, Virginia 22311

**Company Complaining About:** Comcast

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## **Description**

Comcast is a monopoly. This should be ended.

They raise the bill without notification and the real speed is rarely the advertised speed.

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[Ticket: # 805477 - Comcast data limit](#)

**Date:** 2/11/2016 3:58:49 PM

**City/State/Zip:** Little Rock, Arkansas 72212

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to put limits on the amount of data consumed in a month. This will hurt consumers as devices that consume data are very quickly becoming ubiquitous due to the "internet of things" movement that hooks up everything to the internet from phones, watches and tablets to TVs, refrigerators, toasters and security cameras. Please help put an end to this or the American economy will stagnate, just as \$10 per gallon gas prices would shut down trade.

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**Ticket: # 805795 - Problems with Cincinnati Bell Internet/Wi-Fi Service****Date:** 2/11/2016 5:26:42 PM**City/State/Zip:** Alexandria, Kentucky 41001**Company Complaining About:** Cincinnati Bell

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**Description**

Ms. Messmer called the FCC to file a complaint about her internet/Wi-Fi service, provided by Cincinnati Bell. She stated that she uses the Wi-Fi service only, through Cincinnati Bell's wireless router. However, the speeds, being provided are so slow that she is experiencing constant connectivity issues/the inability to access the internet ....at all. She had been advised to increase the bandwidth in order to increase the speed/improve access. Ms. Messmer is now paying more for the same poor quality service and the increase in bandwidth resulted in NO improvement. Ms. Messmer requests that Cincinnati Bell provide the service for which she pays. Ms. Messmer stated that she has had this service for 5 years and it has NEVER worked properly. She has contacted Cincinnati Bell multiple times without results. Therefore, she requested that the FCC send her concerns to Cincinnati Bell so that they will be addressed because thus far, the issues have been ignored.

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**Ticket: # 805911 - Comcast/Xfinity Data Use Overage not matching actual Data use**

**Date:** 2/11/2016 6:02:14 PM

**City/State/Zip:** Gallatin, Tennessee 37066

**Company Complaining About:** Comcast

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### **Description**

Since the inception I have never been under the Comcast data limit. Every month I go over. I have gauged my usage and I have looked at my router usage and it does not match what Comcast claims as my usage on their equipment. I am current gathering data to prove my point.

---

**Ticket: # 806066 - internet issues**

**Date:** 2/11/2016 6:44:59 PM

**City/State/Zip:** Louisville, Kentucky 40209

**Company Complaining About:** Time Warner

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## **Description**

Wednesday February 10, 2016 I called TWC about an issue where my wireless was not working. No outage found. They sent a tech to replace both modem and router. New all-in-one modem/router and the name and password stayed the same. One laptop works fine. My tablet works fine. The other laptop, a newer one, will not connect to the user name and password and TWC has verified the information I'm putting in. However, the blame the computer or my tech service. The laptop in question gets a wireless signal anywhere but at home. I called back and ask for a tech supervisor and I got a lot of BS. The female kept repeating what I was asking then left me on hold so long I hung up. She called back and said "we were disconnected." I told we were disconnected because I hung up. Time Warner is not being as helpful today, Thursday Feb. 11, 2016 as they were yesterday. It is not the computer if it gets a wireless signal everywhere else. It has to be something within TWC. I want to talk to a supervisor and they refuse to connect me. That should be my option. I'm frustrated, aggravated and just about ready to disconnect permanently my account with this crappy provider.

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**Ticket: # 806160 - Comcast Data Usage Limitations****Date:** 2/11/2016 7:24:03 PM**City/State/Zip:** Memphis, Tennessee 38122**Company Complaining About:** Comcast

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**Description**

I am one of thousands of Comcast customers who are in an area where "High Speed" internet is monopolized by the Comcast/Xfinity Company. On top of this monopoly the company has charged me a large sum over time for overages, and this at one point was never an issue. I know this is a known issue, the purpose of this complaint is to throw my name in the hat, in a manner of speaking. On top of that I have read that they are now offering an "Unlimited Data Insurance Plan" that is accepted by customers will result in having you connection slowed down below the speeds your paying, evidence of this can be found all over the internet. And lastly I have had several issues in the past, that were resolved by going to the press, where comcast was over charging even doubling my bill for services rendered.

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[Ticket: # 806410 - Angie's List](#)

**Date:** 2/11/2016 9:49:43 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Why Does This Matter?

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## **Description**

I was member of [www.AngiesList.com](http://www.AngiesList.com) but realized it was a worthless membership so I dropped out. They kept sending me emails even after I dropped out so I threatened to report them for spamming and they stopped for awhile. But now they've started sending me unwanted email again. They need to be held accountable. Fine them. Make them stop.

---

Ticket: # 807391 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/12/2016 1:52:55 PM

**City/State/Zip:** Fort Irwin, California 92310

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

(b) (6)

[REDACTED]

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**Ticket: # 808006 - Metered Broadband**

**Date:** 2/12/2016 3:21:34 PM

**City/State/Zip:** Denver, Colorado 80237

**Company Complaining About:** Centurylink

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## **Description**

Centurylink has announced that they will begin metering broadband simply because their competitors are. I think that this is a horrible way to hold back the internet and tech based business as it interferes with video on demand providers such as Netflix and Amazon, interfering and creating an unfair competitive atmosphere.

<http://www.fiercetelecom.com/story/centurylink-conduct-metered-broadband-trial-later-year-ewing-says/2016-02-11>

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Ticket: # 808131 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/12/2016 4:00:58 PM

**City/State/Zip:** Phillipsburg, New Jersey 08865

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

(b) (6)

[REDACTED]

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Ticket: # 808224 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/12/2016 4:12:47 PM

**City/State/Zip:** Spencer, Massachusetts 01562

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year's changes mean nothing if they are not enforced! Please reign in Internet Service Providers.

(b) (6)

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**Ticket: # 808396 - Internet Speed Issues**

**Date:** 2/12/2016 4:50:43 PM

**City/State/Zip:** Galena, Missouri 65656

**Company Complaining About:** Centurylink

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**Description**

Consumer states she is not getting the High speed internet speed she is paying for. She is getting .24 speed when she should be getting much more. Consumer states this carrier is the only one in the area. Ping:61, download 0.24; Upload 0.46. Consumer would like the speed that she is paying for: highspeed 3.5-10 and is only getting .24.

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**Ticket: # 808793 - Price gouging for cable internet only**

**Date:** 2/12/2016 6:40:06 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** Comcast

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## **Description**

Allegation:

Xfinity is overcharging customers who wish to purchase "internet only" or "naked cable" services in lieu of being bundled into a pkg of services requiring a subscription to Cable TV AND Internet Cable.

Was told that TV and Internet cable charges on my bill were:

49.99 cost of CATV and Internet with 25 MB speeds

10.00 Modem Router rental

9.95 taxes and fees

Total \$69.44

Internet "only" would be:

66.95 for internet only 25 MB speed

10.00 Modem/Router rental per month

9.95 for taxes and fees

Total: \$80.90

It is my opinion that this pricing policy is predatory.

First, because cost of internet only cable is overpriced.

Second, if Xfinity can provide CATV and Internet and obviously make a profit, then the "internet only" charge should be less than the CATV/Internet bundled charge.

Their defense: It's like buying a combo meal at a fast-food outlet. You sometimes get 3 items for a lot less by buying a combo meal.

This argument is specious: I have never been able to buy a combo meal at a fast-food restaurant more cheaply than I could buy each of the individual items (alone--not as a group) that are included in that combo meal. I might pay more individually for each item (Hamburger, fries, drink) if bought separately. But I would never be asked to pay more, for example, for a stand-alone sugary-drink than the combo would cost. And that is precisely what Xfinity is doing. I want one item only, they charge me more for one item than for 2 items so I am forced to choose what serves them best.

Just a very few years ago, I was able to subscribe to cable internet only thru Charter for \$19.95 per month. In my opinion, the service should not cost much more than that today. But it certainly should not cost more than CATV internet plus "internet-only" cable.

I believe that cable companies have seen the writing on the competitive wall and they don't like it. With so many streaming services going online and competing with cable, they do not welcome the prospects of losing the ability to bundle services by providing reasonably priced stand-alone cable. Thus, in effect, they are using "price coercion" to lock customers into CATV (cable's alternative to streaming services), to bundle the offerings on CATV, and undermine cafeteria-style streaming-service connectivity to customers. In a way, this presents a net-neutrality issue. Streaming services from other carriers cost more than those from Comcast when considered as a package. If I "binge watch" Netflix's "Breaking Bad" over cable only service in lieu of watching it when broadcast on TV, I pay more just for having the ability to stream freely chosen content over the internet. This is self-serving.

The net social effect of this is enormous: It is anticompetitive; it undermines consumer choice (even if subtly), it discriminates against those who wish only to have internet-only services (for a variety of

reasons: wider availability of streaming services is preferred by customers to "bundled services", cost of streaming services should be cheaper, etc.)

Given the way the options are presented, it appears that Xfinity is giving customers more in the package than they are when customers purchase services individually. And a \$10.00 difference more for one service doesn't sound like a lot of money, but for poorer families every dollar counts. Besides, Xfinity overcharges for internet-only access just so they can continue to bundle and undermine freedom of choice.

In addition, without asking, they sent me a cable tv box when I told them I did not need one, and so far have not offered to refund the shipping charges for this box: \$13.20. (Shipping charge was added to my bill--see attachment below).

I am appalled at how Comcast has so often been on the other side of broadening consumer choice.

The motto on consumer choice seems to be:

Bundle It and Broke-r it!

Incidentally, I have 3 separate accounts with Comcast. So, I'm concerned with how all 3 of my accounts are being charged or as I allege "overcharged" or possibly "gouged." One wonders, Whatever happened to Comcast's commitment to do what is right and try to make internet only service more widely affordable and hence available to all communities at a reasonable price.

Taxpayers really get upset when they realize that were it not for government funding in the early stages of development, there would be no internet as we know it.

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[Ticket: # 809122 - Inappropriate commercial](#)

**Date:** 2/12/2016 9:26:45 PM

**City/State/Zip:** Missouri City, Texas 77459

**Company Complaining About:** Comcast

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## **Description**

I was watching the Muppets using the ABC app, and I saw a Viagra commercial several times. Sexual terms were used in the commercial, and it was clearly adult content. Commercial content should match the rating and audience of the show. Sex pill ads should not be shown during family-oriented shows. The decency standards for broadcast TV should also apply when delivered via the Internet.

Also, the ABC app does not provide a mechanism for reporting offensive material.

---

[Ticket: # 809325 - Net neutrality violaton/ exede from viasat](#)

**Date:** 2/13/2016 3:20:51 AM

**City/State/Zip:** Savannah, Tennessee 38372

**Company Complaining About:** Exede From Viasat

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## **Description**

Exede voice, the voip service sold by exede is zero rated, it does not count towards your data allowance. Competing voip services such as vonage go against your data allowance. They advertise and brag about such.

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**Ticket: # 809678 - Comcast Data Cap**

**Date:** 2/13/2016 2:17:04 PM

**City/State/Zip:** Longmeadow, Massachusetts 01106

**Company Complaining About:** Comcast

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**Description**

The level of internet is capped.

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[Ticket: # 809536 - unwanted advertising](#)

**Date:** 2/13/2016 12:50:06 PM

**City/State/Zip:** San Clemente, California 92672

**Company Complaining About:** Cox

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**Description**

many emails regarding the sale of certain drugs

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[Ticket: # 809709 - Huge increase in price](#)

**Date:** 2/13/2016 2:40:47 PM

**City/State/Zip:** Headland, Alabama 36345

**Company Complaining About:** Comcast

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### **Description**

Comcast just increased my bill to over \$100 a month. I talked to customer service who told me my intro offer just ended. However, it ended a year ago and I accepted that the price would increase. I would like to drop my bundle and just get internet but the price is approximately the same.

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**Ticket: # 809891 - USA Today draconian new Privacy Policy**

**Date:** 2/13/2016 4:41:38 PM

**City/State/Zip:** Birmingham, Alabama 35213

**Company Complaining About:** Charter

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## **Description**

Over the first days in February, USA Today changed their Privacy policy for their web page, which used to be my Homepage. It was in a little popup bubble in the corner and I just happened to read it...they clearly and directly state that by visiting their site they will collect and sell all information they can access from your emails, photos, personal information, financial information INCLUDING CREDIT CARD or DEBIT CARD NUMBERS used in transactions, contact information (email, physical mailing address, date of birth and gender) and will do so in a way that directly identifies you specifically.

Anything you upload through Facebook or to a blog and any identifying information of any photos are specifically mentioned as something they will collect.

Until now, many sites say they collect meta-data about you but that it is bundled in ways that does not directly identify you personally, or could ID your computer but not your specific information as an individual. Few been this blatant in taking so much specific private information.

They say they provide a way to opt out, but they only list links of opting out of 3rd party apps and ads. I tried that link but it only worked to stop 9 of 59 sites listed. They give a physical mailing address (not email or a link) for their attorney but you would have to know your own computers IP address, MAC address, and other hidden details in order to tell them to opt out. And who knows how you would prove they complied?

I have attached their policy which I downloaded and scanned.

This is outrageous. I hope you will act to defend our rights.

Thank you for your attention to this important matter.

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**Ticket: # 810372 - Service packages do not match advertising.**

**Date:** 2/14/2016 11:36:02 AM

**City/State/Zip:** Champaign, Illinois 61821

**Company Complaining About:** Gogo

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## **Description**

On American Airlines flight 4303 with Tail-info N444YX on February, 13th 2016, the flight attendant, a middle-aged black, female, without long hair advertised a "free-of-charge" "level of service" for their in-flight wi-fi program and invited us to log in to their access point.

Accessing that access point brings you to a "Gogo" service level page with no "free-of-charge" option.

Their customer service confirmed they do not have a free-of-charge option, the flight attendant thought they did, when pushed-back the Gogo customer service said they were not the same company as American Airlines and were not responsible for what American Airlines advertizeded about them.

I asked for a incident number and transcript of the chat with customer service.

She sent a transcript that only had the first line of the conversation, her greeting to me. It did come with an incident number.

I am providing that now.

Gogo Customer Care - Advertised free option not listed. \_\_\_\_\_FlightInfoRPA4303TailInfoN444YX  
[Incident: 160213-000198]

Inbox

x

Gogo Customer Care <customercare@gogoair.com>

9:35 AM (23 hours ago)

to me

Gogo Customer Care

02/13/2016 09:35 AM - (b) (6) says

Hello (b) (6)

Thank you for contacting Gogo.

Here is the copy of our chat as requested. Have a wonderful day (b) (6)

If you have any further questions, we can be reached 24/7 at 877-350-0038. You can also contact us via Live Chat by clicking <https://custhelp.gogoinflight.com> while you're in the air or on the ground.

Thank you,

Your Friend (b) (6) at Gogo Customer Care

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**Ticket: # 810380 - Microsoft Edge automatic update**

**Date:** 2/14/2016 11:47:02 AM

**City/State/Zip:** Harrisburg, Pennsylvania 17109

**Company Complaining About:** Comcast

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### **Description**

From 2/13 overnight Microsoft must have sent over wire upgrades to their new product Microsoft Edge. Upon opening my PC on 2/14 my computer is SLOWER and the huge issue for me - all my pictures imported/saved on my PC from part of 2014, all of 2015 are gone!!! I don't know if I will be able to get the pictures back or not - and the upsetting part for me is I had pictures of relatives/friends who are now deceased!!! Those moments seem now lost forever!!! VERY, VERY, VERY UPSETTING TO ME!! Microsoft should have advised consumers the upgrade was coming and given consumers the option of accepting or rejecting!!

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**Ticket: # 810848 - Horrible Customer Service****Date:** 2/15/2016 12:49:58 AM**City/State/Zip:** Manchester, New Hampshire 03104**Company Complaining About:** Comcast

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**Description**

I had an issue with Comcast Customer service. I had to move and they told me that because they couldn't get to the house for a few days, that we could stream live tv from a mobile device or laptop. When I tried to do that I received numerous error messages. I then went onto Comcast's customer chat and spoke with 4 online chat personnel to solve the issue. Ann being the first person deliberately restarted the internet when I tried to receive help from her, then never stayed on for me to continue speaking with her. Then I was forced to start an entirely new online chat conversation with Ryan. When I discussed the same issue with Ryan he told me that pretty much, he apologized that the staff that helped me and lied to me and told me that I could stream live television while I waited. He said pretty much he couldn't do anything about. I told him I was upset and would just like to take the customer satisfaction survey. He told me that it would be done as soon as I ended the chat. When I ended the chat with him and continued on with the survey, he disconnected the internet purposely so that I could not leave negative feed back with the company over the issue. So not only did one but two online chat employees without permission cut off my internet so that I either could not get help from them, or leave feedback so that Comcast could know about how to better train their staff.

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[Ticket: # 810852 - Internet data caps](#)

**Date:** 2/15/2016 1:10:57 AM

**City/State/Zip:** Sullivan's Island, South Carolina 29482

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcasts new policy to cap Internet use at 300gb per month. I think this is extremely unfair and as a monopoly provider in the Charleston area their pricing and caps should be regulated like all other utility companies.

---

[Ticket: # 810881 - system get hack](#)

**Date:** 2/15/2016 2:34:47 AM

**City/State/Zip:** Scranton, Pennsylvania 18509

**Company Complaining About:** Microsoft

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## **Description**

xbox 360 sell xbox live i have bought a 3 month plan i had it for a week i my son was playing on it when his system got hack it blow out my xbox also xbox live is suppose to be safe that way you pay for it i have contact microsoft and they said they kniw the system was hack that the whole xbox live crash and they said they will nit replace xbox or xbox live there was also a recall on xbox 360 on the recall they was suppose to replace system

---

**Ticket: # 810914 - Internet search results being spoofed**

**Date:** 2/15/2016 9:39:05 AM

**City/State/Zip:** Campbell, Ohio 44405

**Company Complaining About:** Sprint

---

## **Description**

I think there are bad computer people following me on the Internet in conjunction with some underground group that uses bugs, microphones, etc., not just in my home but seemingly a nationwide network to invade my privacy/engage in voyering. I use Google most of the time and the search result titles are changed to communicate negative comments about my life. Once I start searching, doctored photos/advertisements are also placed in my search path also communicating negative comments about my life.

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[Ticket: # 820458 - Open internet](#)

**Date:** 2/18/2016 10:57:15 PM

**City/State/Zip:** Rego Park, New York 11374

**Company Complaining About:** Time Warner

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### **Description**

1 use my internet with Time-Cable \$24 mo.& plus once \$39 . 1'm still await to a free internet. Please, help so that 1 cancel my time-cable. Thank you.

---

**Ticket: # 811472 - Internet restriction in apartment**

**Date:** 2/15/2016 2:11:04 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15202

**Company Complaining About:** Comcast

---

**Description**

I moves into my apartment complex around 2/1/2015 and found that I was forced to receive Comcast internet. I needed internet immediately for school and work so i did not second guess this, a year has passed and I noticed Verizon running new lines on my street, fiber lines (Note, I am in IT and run fiber in my company often). I started doing some checks to my neighbors that are not in an apartment, and some that are, to get Verizon and they are able to receive Verizon service.

It seems that for some reason Verizon is not in my building and from my understanding with Comcast they do not allow others in the building for internet. This is very unfair for me because I pay for up to 150Mbps/20Mbps and during prime time I recieve a about half of that connection speed due to everyone else being home. With FiOS I would be guaranteed 150Mbps symmetrical connection. As a consumer this is unfair for me that i do not have a choice in the provider when the provider is quite literally next door and behind me.

Any assistance I could receive to allow Comcast to lift the monopoly it has would be very much appreciated, the freedom of choice is something I wish I could have when the choice is available all around me.

---

[Ticket: # 811661 - Net neutrality](#)

**Date:** 2/15/2016 3:25:06 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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### **Description**

I am being charged every month data overage charges by comcast and there is no way I am streaming the amount of data they claim.

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[Ticket: # 811856 - Data Cap](#)

**Date:** 2/15/2016 4:39:36 PM

**City/State/Zip:** Old Hickory, Tennessee 37138

**Company Complaining About:** Comcast

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### **Description**

Comcast, or any company in general should not have a right to cap data especially when there is limited options for ISP.

---

**Ticket: # 812030 - Comcast and their price gouging scheme that is the Data Limit Cap**

**Date:** 2/15/2016 5:41:57 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

Let's start off by stating what price gouging is: Price gouging is a pejorative term referring to when a seller spikes the prices of goods, services or commodities to a level much higher than is considered reasonable or fair, and is considered exploitative, potentially to an unethical extent.

I've been a dedicated Comcast customer for years and after my call today with one of their employees concerning the data limit cap, it warrants an FCC complaint. I live in a rural area where the only service in the area is Comcast. I've paid for their internet services for at least 3 years now and last October I started receiving notices that I was reaching my data limit cap. Say what?! Data limit cap, where did that come from? I never received a letter/email/call referring to this price gouging scheme that was being imposed upon me. Since I first saw that message I have consecutively gone over my data limit every month since then. Comcast claims that 300gb should be enough for an "average" family. So what, two parents and two children? By myself, working from home, I've managed to go over this every month. I'm a content creator on youtube and twitch and this data limit that Comcast has imposed on me is affecting my LIVELIHOOD. I received a message on Feb 13th that I had used 90% of my data for the month. Not even half way through the month and I've used my "allowed" limit for the month, tell me how this isn't un-fair, un-just and un-lawful.

I think the only course of action for this is to remove this imposing/price-gouging method. When you target certain cities and don't apply it to everyone in general, you've crossed the line Comcast. Why should I be forced to pay for your price-gouging tactics because of where I live? You never had a problem with a data limit for the 3 years I've been using the service. Why now and why didn't you have the decency to inform us of this change.

Also from reading a few articles I found this little gem, "New data from several sources suggests that the company's own usage metering is fundamentally flawed, and may be tracking usage based on incorrect information." How am I to verify that I am in fact using as much data as Comcast suggests? Is there no 3rd party to fact check them? This is just outrageous.

---

**Ticket: # 812506 - Non-incident interference of home entertainment devices**

**Date:** 2/15/2016 9:00:50 PM

**City/State/Zip:** Interferenceland, Alabama 53913

**Company Complaining About:** Centurylink

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## **Description**

Interference: every day. The county government is responsible. They don't seem to have consciences which is ironic considering they are paid to monitor people. Do you know where I can file illegal employment discrimination suits with a lawyer who has not been receiving kickbacks from the county? It is very simple there are 30000000 jobs and 20000000 Anglo Saxons so they are using interference to enhance their illegal employment discrimination so the sheriff's employees can attract a mate who can fornicate with athleticism (a kickback from the Anglo Saxon doctors and accountants). You are well aware of this already.

---

[Ticket: # 812662 - Netflix quality](#)

**Date:** 2/15/2016 10:58:46 PM

**City/State/Zip:** Centreville, Virginia 20120

**Company Complaining About:** Verizon

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## **Description**

I called Netflix but they claim the problem is on the ISP side.

We are not getting HD quality in Netflix streaming. This is a wired connection to the FIOS router. No router in between. It's possible the router is not performing as well it used to.

---

**Ticket: # 813653 - text spam**

**Date:** 2/16/2016 1:39:07 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Ringplus

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**Description**

a phone number keeps texting me even though i unsubscribed multiple times.the phone number is

(b) (6)

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**Ticket: # 813812 - Chairman Wheeler must halt anti-competitive Time Warner - Charter Comm Merger**

**Date:** 2/16/2016 2:18:51 PM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** AT&T

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**Description**

Thomas Wheeler  
Chairman  
Federal Communications Commission

Dear Mr. Wheeler –

I am writing to state my strong objection to the proposed merger between Time Warner and Charter Communications. The role of the FCC should be to ensure a free and open competition between media providers which benefits consumer. So far under FCC leadership, I have seen my local cable and internet choices reduced, and my price increase from \$130 a month to \$170 a month for bottom tier TV service and moderate speed internet. Many students elderly people and people of color in my community of Champaign, Illinois cannot even afford these services to get connected to the web. I have seen the number of cable services in my area drop to just two. Frankly, the television offering for the package I can afford is nothing more than recycled garbage. To receive educational, historical or social justice programming for myself and my family, I am asked to pay \$50 more per month, \$600 per year. Outrageous. My children have stopped watching TV as a result of the absolute intellectual dreck we are asked to pay high rates for.

When I last called to complain about the poor offerings in my area, I was offered a plan upgrade for \$230 per month. This amount is on the order of my car payment. Mergers have been anti-competitive and have not benefitted consumers. As a politically active citizen and scientist with a small business which depends on the internet, I will do everything in my power to fight uncompetitive mergers.

My small business, with a patent granted in December of 2015 based on internet research, depends upon free and open competition. Why should the big cable companies have protections from politicians through the FCC, when I must compete in the market on the merits of my product and my services? Stop, please, making winners and losers by permitting mergers, and force these companies to compete for my business with service and cost improvements, not by locking out the competition.

(b) (6)  
Senior Research Chemist

Father of 4

Champaign, IL  
61820

(b) (6)

cc: tomwheeler@fcc.org

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**Ticket: # 814134 - Lake of Complaint response from carrier, ticket number 710987**

**Date:** 2/16/2016 3:43:52 PM

**City/State/Zip:** Key West, Florida 33040-6830

**Company Complaining About:** Comcast

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## **Description**

Tomorrow, February 17, 2016, FIVE WEEKS will have passed since the FCC's reply to me concerning the most recent FCC Consumer Complaint. This concerns complaint ticket number 710987.

The FCC reply stated: "You should receive a copy of the response from the carrier within 7-10 days via postal mail."

NO COPY of a mailed response has been received.

FCC Consumer Complaints January 13, 2016 18:25  
Hi Ed,

Your Ticket No. 710987 was served on your carrier for its review and response.

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

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

I look forward to receiving a postal mail reply from comcast immediately.

---

[Ticket: # 814636 - Unsolicited commercial e-mail without address or unsubscribe option](#)

**Date:** 2/16/2016 5:59:50 PM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** AT&T

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## **Description**

I received an unsolicited commercial e-mail from a vendor asking me to try their services.

In violation of the CAN-SPAM act, they -

1. Did not include a physical address for the company
2. Did not include any direction on how to unsubscribe

This is illegal and needs to be stopped, thanks.

---

**Ticket: # 815337 - isp redirecting (hijacking) web site pages**

**Date:** 2/16/2016 10:43:20 PM

**City/State/Zip:** Kirksville, Missouri 63501

**Company Complaining About:** Cable One

---

## **Description**

Several times in the last 24 hours, cableone (my isp) has been redirecting my browser. Typically, when I try to go to a website to read an article, but instead, this is what I get: instead of [www.majorgeeks.com](http://www.majorgeeks.com), I get

<http://notify.cableone.net/aup.aspx?mac=0C:F8:93:F4:95:C2&sourceIp=67.60.86.165&url=http://www.majorgeeks.com/>

It won't do it on every site I try to access, but it will do it always on certain sites. I had considered the possibility that malware was involved, but so far malware scans have turned up nothing to account for this, and it also happens on a computer that sees limited use, and is thus less prone to malware.

Redirecting (hijacking) a web address seems to be in violation of net neutrality. At this time, there are a number of ordinary web sites that I am unable to access at all due to this issue. I've had friends try to access these same sites, and they are able to do so without any problem.

Thanks.

---

**Ticket: # 815368 - Timewarner Cable Upstate NY is a Monoploy**

**Date:** 2/16/2016 11:13:06 PM

**City/State/Zip:** Canastota, New York 13032

**Company Complaining About:** Time Warner

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### **Description**

Timewarner cable is operating a Monopoly in Central New York, they continue to raise our bills without any changes in service and I have NO option to go to another company. It's wrong. They offer new customers deals for half the cost and the same service, then raise the bill after the "promotional" rate is over. As a consumer, I have no other place to go for Internet service and they know it. This needs to be investigated and stopped, it has occurred throughout history and your agency should be paying serious attention to this!

---

[Ticket: # 815926 - Open Internet order](#)

**Date:** 2/17/2016 11:59:51 AM

**City/State/Zip:** Hickory, North Carolina 28601

**Company Complaining About:** AT&T

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## **Description**

AT&T has provisioned my phone in such manner that disables and or prohibits 3rd party tethering/mobile hotspot applications to be used on my device. this is against open internet Net Neutrality.

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**Ticket: # 818081 - Data Cap**

**Date:** 2/18/2016 8:27:15 AM

**City/State/Zip:** Miami, Florida 33194

**Company Complaining About:** Comcast

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**Description**

Xfinity is now capping home cable internet to 300gb a month, and charges \$10 for every 50gb over. Also, we pay for 30mb of high speed internet and we barely hit 20mb most of the time.

---

**Ticket: # 818689 - AT & T Business Internet Service & Business Phone number porting Complaint.**

**Date:** 2/18/2016 12:47:16 PM

**City/State/Zip:** Montgomery, Alabama 36116

**Company Complaining About:** AT&T

---

## **Description**

Hello,

My name is Nicole Choi with Sys-Con, LLC.

My company planned to move to the new office building in February, so I tried to connect internet service and port phone numbers with AT & T since the only provider we could have without construction was AT & T.

I signed a contract with Mr. Cortez Thompson, AT & T Data Account Manager. I signed for both business phone number porting and internet service. I got numbers from AT & T and paid the bills for two months and asked for porting service. What I found out last week was that the manager of AT & T forgot to process the order with his teams and both orders for internet and phone number porting were cancelled. He even forgot to call WOW (our current business phone provider) to release our numbers, which had to be done before a month from moving in date. I called WOW if I can get my numbers released for porting, the representative told me that the call needs to be made from AT & T. I called AT & T to find out how early we can get service ready. However, they don't give me exact date when we can get our internet service installed and one of AT & T sales representatives said that it would take about 2 months to get it done.

I talked with another sales representative to find out how long it actually takes to get new internet service with AT & T, but she told me that it would take 3 to 5 business days to get service ready. I really need to take care of this issue as soon as possible since our business cannot be ran without internet.

I tried to handle the issue with AT & T and reached several people there, but all they said was that I had to contact my account manager. We even paid the bills for two months for the numbers AT & T gave us. He said he was trying to solve it, but we really need the service now. I have contacted Mr. Thompson past few days, but he is still not giving us an answer for how soon we can get both services ready and the only thing we could get was credit from AT & T. He said that he could send me Hotspot device by overnight delivery, but we still had to pay for that Hotspot bill even though it was not our fault to not have service ready by desired date.

Please understand that I am in rush to set everything ready as soon as possible and needs to get help from you.

Thank you. I attached the contract I signed.

---

[Ticket: # 818041 - Partycity.com, 3 tries to opt-out failed](#)

**Date:** 2/18/2016 7:25:35 AM

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

**Company Complaining About:** Time Warner

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### **Description**

I am continuing to get emails from Party City despite attempts to opt out and an attempt to block the email .

---

**Ticket: # 818746 - Being exsevely "throttled" to interup deny internet service**

**Date:** 2/18/2016 1:03:22 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Karma Mobility

---

## **Description**

DNS lookup failed.

DNS not found

is what I get 70% of time when trying to use your service wtf is your network admin doing? 1-3 kbps down/ 0-1 kbps up far less then you stat you provide.

this is being used my the ISP to inhibit or interrupt or deny connection to not provide service to customers.

I have never received a response back from them

---

**Ticket: # 818263 - AT & T Business Internet Service & Business Phone number porting Complaint.**

**Date:** 2/18/2016 10:41:59 AM

**City/State/Zip:** Montgomery, Alabama 36116

**Company Complaining About:** AT&T

---

## **Description**

Hello,

My name is Nicole Choi with Sys-Con, LLC.

My company planned to move to the new office building in February, so I tried to connect internet service and port phone numbers with AT & T since the only provider we could have without construction was AT & T.

I signed a contract with Mr. Cortez Thompson, AT & T Data Account Manager. I signed for both business phone number porting and internet service. I got numbers from AT & T and paid the bills for two months and asked for porting service. What I found out last week was that the manager of AT & T forgot to process the order with his teams and both orders for internet and phone number porting were cancelled. He even forgot to call WOW (our current business phone provider) to release our numbers, which had to be done before a month from moving in date. I called WOW if I can get my numbers released for porting, the representative told me that the call needs to be made from AT & T. I called AT & T to find out how early we can get service ready. However, they don't give me exact date when we can get our internet service installed and one of AT & T sales representatives said that it would take about 2 months to get it done.

I talked with another sales representative to find out how long it actually takes to get new internet service with AT & T, but she told me that it would take 3 to 5 business days to get service ready. I really need to take care of this issue as soon as possible since our business cannot be ran without internet.

I tried to handle the issue with AT & T and reached several people there, but all they said was that I had to contact my account manager. We even paid the bills for two months for the numbers AT & T gave us. He said he was trying to solve it, but we really need the service now. I have contacted Mr. Thompson past few days, but he is still not giving us an answer for how soon we can get both services ready and the only thing we could get was credit from AT & T. He said that he could send me Hotspot device by overnight delivery, but we still had to pay for that Hotspot bill even though it was not our fault to not have service ready by desired date.

Please understand that I am in rush to set everything ready as soon as possible and needs to get help from you.

Thank you. I attached the contract I signed.

---

[Ticket: # 818520 - Armstrong Cable - Data Cap](#)

**Date:** 2/18/2016 12:04:46 PM

**City/State/Zip:** Youngstown, Ohio 44512

**Company Complaining About:** Armstrong Cable

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## **Description**

Attached is a document explaining my complaint.

---

[Ticket: # 818559 - are these harmful to minors ya doofs](#)

**Date:** 2/18/2016 12:17:35 PM

**City/State/Zip:** Lincoln, Nebraska 68510

**Company Complaining About:** AT&T

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### **Description**

games and pandora radio have been banned from our school and what is left are math games suitable for 2 year olds i am in highschool goddamit we should command more respect than middle schoolers and elementary schoolers you are breaking our rights and this is why i am filing this complaint please redo these rules to be specific this should be sent to the highest ups got it. -kyle writer , esc

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[Ticket: # 818788 - Follow-up to ticket#746740](#)

**Date:** 2/18/2016 1:16:35 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

---

### **Description**

I did not receive any written response from Comcast regarding my complaint. The response from the FCC was as follows: "Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed."

---

**Ticket: # 819576 - Advertising/Marketing by Nortex Communication (Munster, TX)**

**Date:** 2/18/2016 4:47:27 PM

**City/State/Zip:** Valley View, Texas 76272

**Company Complaining About:** Nortex Communications

---

## **Description**

Mr. Dinwiddie contacted the FCC to file a complaint about Nortex Communications and their marketing/advertising practices. He stated that he contacted Nortex to sign up for service. (They are the only broadband provider using fiber optic services). When he requested their pricing information, he was advised to research the matter on line. However, he requested printed material which was sent to his address. Mr. Dinwiddie then called to sign up for Nortex's fiber optic "Lightspeed" service. However, when he asked for the price , "out the door", the Nortex rep stated that they could NOT provide this information! He was then advised that the material he received in the mail/asked about was not for his specific area. He was advised that he resides in an unregulated area and the pricing information that had been sent was for a regulated area. Mr. Dinwiddie stated that he explained where he lived and provided his specific address, when the material had been sent/the price was quoted. He believes this is a clear case of a bait and switch type of scam. He requests the services and pricing for the information mailed to him.

---

**Ticket: # 820332 - 0.ae0.pr0.mia00.tbone.rr.com - Failed Packet Loss for 30 Days**

**Date:** 2/18/2016 9:12:26 PM

**City/State/Zip:** St Pete, Florida 33716

**Company Complaining About:** Bright House

---

**Description**

Bright House manages a CORE router called 0.ae0.pr0.mia00.tbone.rr.com at 66.109.1.89. This router is causing mass amount of packet loss throughout the FL area specifically in Tampa Bay. We have advised Bright House over 30 days ago and they have still refused to resolve the issue. This is causing massive voice quality issue throughout FL that is forced to flow through this particular Bright House core router . As they are a competitor in Voice services in my opinion they are refusing to fix this since they use a private network for their own voice traffic.

The packet loss is extremely high with an average of about 5.0%. anything above .02% percent is bad. Please assist in helping Bright House to fix this for Florida residents. Thank You.

```
|-----|
|                WinMTR statistics                |
|      Host      - % | Sent | Recv | Best | Avrg | Wrst | Last |
|-----|-----|-----|-----|-----|-----|-----|
|      192.168.1.1 - 0 | 25 | 25 | 0 | 0 | 0 | 0 |
|      10.101.208.1 - 0 | 25 | 25 | 6 | 7 | 11 | 9 |
|      72-31-92-150.net.bhntampa.com - 0 | 25 | 25 | 7 | 7 | 10 | 8 |
|      ten0-0-0-10.tamp05-car2.bhn.net - 0 | 25 | 25 | 8 | 11 | 15 | 10 |
|      72-31-3-168.net.bhntampa.com - 0 | 25 | 25 | 10 | 12 | 16 | 13 |
|      hun0-1-0-7-tamp20-cbr1.bhn.net - 0 | 25 | 25 | 10 | 12 | 19 | 12 |
| 10.bu-ether15.tamsflde20w-bcr00.tbone.rr.com - 0 | 25 | 25 | 10 | 13 | 16 | 12 |
|      0.ae0.pr0.mia00.tbone.rr.com - 5 | 21 | 20 | 0 | 16 | 24 | 15 |
|      ix-23-0.tcore1.MLN-Miami.as6453.net - 0 | 25 | 25 | 37 | 41 | 63 | 41 |
|      if-1-2.tcore2.MLN-Miami.as6453.net - 0 | 25 | 25 | 37 | 41 | 46 | 42 |
|      nap-brdr-01.inet.qwest.net - 0 | 25 | 25 | 36 | 47 | 125 | 40 |
|      tpf-cntr-11.inet.qwest.net - 0 | 25 | 25 | 41 | 47 | 57 | 42 |
|      206.150.175.66 - 0 | 21 | 20 | 41 | 46 | 50 | 41 |
|      65.151.8.4 - 0 | 25 | 25 | 42 | 45 | 50 | 44 |
|-----|-----|-----|-----|-----|-----|-----|
```

---

**Ticket: # 820685 - Comcast Abuse and Net Neutrality Violation****Date:** 2/19/2016 9:13:31 AM**City/State/Zip:** Collierville, Tennessee 38017**Company Complaining About:** Comcast

---

**Description**

Comcast has started limiting home bandwidth data in selected markets and charging consumers \$10 per 50GB of home internet over 300GB. <https://customer.xfinity.com/help-and-support/internet/data-usage-trials/>

This new selective policy represents an abuse of power by Comcast. Comcast is fully aware there are no other real alternatives for home internet in these areas. This policy allows Comcast to try and force customers to the highest tier of service at \$299 per month. It also represents yet another way Comcast is leveraging shady business practices to circumvent the FCC's Net Neutrality ruling. Effectively, Comcast is preventing customers from using online services as an alternative to their cable programming, such as Netflix, through charging additional fees to non-cable customers. By limiting the amount of Bandwidth an individual or family can use in their home via additional fees, Comcast is forcing the consumer to choose its cable tv subscription over online services. This policy is a perfect example of a Net Neutrality Violation by an ISP prioritizing their content and services through billing and should be stopped.

---

[Ticket: # 831981 - Time Warner Cable North Carolina Throttling youtube.](#)

**Date:** 2/25/2016 7:25:58 AM

**City/State/Zip:** Winston Salem, North Carolina 27104

**Company Complaining About:** Time Warner

---

## **Description**

Youtube videos often stutter or take a long time to load unless I use a VPN. If I use a VPN the connection performs as expected.

---

**Ticket: # 821225 - Third request, still no physical response from Comcast**

**Date:** 2/19/2016 12:58:59 PM

**City/State/Zip:** Manchester, New Hampshire 03102

**Company Complaining About:** Comcast

---

**Description**

This is getting really absurd. This will be my third request and comcast has still not given my a physical response which is what the FCC states I will receive. They have my address as I still get my bill.

At this point, I am going to request a formal investigation. Comcast is refusing to respond to FCC requests, there has been a persistant outage in the Northeast, the FCC allowed a merger between comcast and Time Warner and one of the arguments that comcast had was that it would increase customer satisfaction and increase their already high level of customer service. This was a lie.

My previous complaints have been:

#646688

#754290

#792158

At this point, I am ready to file a federal lawsuit against the FCC, these cases are being closed without being addressed, and as this is a primary reason for the FCC's existence, this is unacceptable.

I have been working on another case for the past 2 month, comcast has come out to my moms condo complex, has seen the problem and still a regional tech tried to brush it under the rug. I had to file a freedom of information act request to get someone who had enough power to actually get something done, and even then the regional technical director has been trying to bypass. My mothers cable box has been replaced 5 times now, they ran a wire over her front step and drilled into her condo. They brought their own TV and a powered splitter and the problem was replicated on a coax connection coming directly from the pedestal outside into a brand new cable box, through a powered HDMI splitter and both TV's presented the problem and they still tried to blame my mothers TV. They told my mother for the first 3 visits that it was her TV and she would buy a new one, and that they could have charged her if they so had so chosen. They then told her that they were going to take her TV (after having 3 comcast employees and my mother witness the problem, and I repeat told her, not asked if it was ok). I have had to get Ashlee Mcgee of Comcast Corporate involved via the regulatory affairs division of comcast as that was the only way to get anyone to take this seriously.

I would additionally like references for documents on how to file a formal complaint.

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[Ticket: # 822719 - Data cap](#)

**Date:** 2/20/2016 12:41:47 AM

**City/State/Zip:** Fall River, Massachusetts 02724

**Company Complaining About:** Comcast

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### **Description**

Comcast in my area is charging \$10 for every 50gb over 300gb cap

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**Ticket: # 822745 - comcast vs hbo go**

**Date:** 2/20/2016 2:34:49 AM

**City/State/Zip:** Hodgenville, Kentucky 42748

**Company Complaining About:** Comcast

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## **Description**

I have comcast for internet and hbo television. As part of the subscription to hbo, they advertise being able to access hbo anywhere. Comcast is one of the only top cable internet providers to NOT authorize hbo customers to access hbo programming on connected devices. <http://goo.gl/r9y7zQ> in this example, comcast has failed to authorize customers with playstation game consoles from accessing the hbo service. This is not limited to playstation 4. Currently the playstation 4 and tivo dvr's are unable to access hbo over the comcast network and only recently, after several years, have roku devices been able to connect.

---

**Ticket: # 822761 - Internet Network Marketing Company Fraud****Date:** 2/20/2016 5:06:56 AM**City/State/Zip:** Converse, Texas 78109**Company Complaining About:** AT&T

---

**Description**

I am sure you get many complaints as such but I recorded the issue and will not file a complaint with the company if you will investigate this matter. The company is Power Lead System also known as Priceless Possibilities. To get straight to the point, this happened a while ago and when I called they acted like it was some freak computer glitch but I know that is not the case. This company offers a lead system and you can use external domains with it. I have a domain not within the system but when pulled up it will go to one of the company's lead pages...I have not noticed this for 10 months (hundreds of lost sales that went to them). When researched, the site is owned by the owner Michael Price...I took a video of it as proof. He has literally hijacked my domain that I pay advertising dollars for and redirected it to his site....I thought network marketing owners were not supposed to have an account within their company? But I guess that is wrong information. If he did this to my domain, how many other domains has he hijacked. You won't know unless you actually go in and test your site over and over again....This is wrong to so many degrees and i imagine the 1000's of people that aren't tech savvy, that don't know how to find out the owner of the site their externally paid domain is redirected to.

---

[Ticket: # 822813 - suddenlink data cap](#)

**Date:** 2/20/2016 9:14:07 AM

**City/State/Zip:** Bishop, California 93514

**Company Complaining About:** Sudden Link

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### **Description**

suddenlink continues to provide internet speeds that are well below the speed I pay for, and now we are being capped on our data. This has to be illegal, and you guys have certainly received enough complaints for suddenlink so why hasn't anything been done?

---

**Ticket: # 823086 - Blocked access to HGTV and Food Network on Nvidia Shield TV**

**Date:** 2/20/2016 1:21:21 PM

**City/State/Zip:** Durham, Connecticut 06422

**Company Complaining About:** Comcast

---

## **Description**

Comcast is preventing access by its subscribers to services delivered over the internet. Specifically, streaming services such as HGTV, Food Network and HBO. These are all services which are paid for in the cable subscription fees, and Comcast is using its position as both a cable TV provider and internet service provider to block access to services it provides through its set-top box rentals.

This is a clear violation of the FCC's own rules on net neutrality.

---

Ticket: # 836004 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/26/2016 8:00:27 PM

**City/State/Zip:** Chestnut Hill, Massachusetts 02467

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

---

### **Description**

These caps are the latest tollbooth thrown up by cable companies determined not to play fair. Please do the right thing. Writing from abroad, free of American telecom companies' abuse.

---

**Ticket: # 823766 - personal info web page removal request has received no response**

**Date:** 2/21/2016 7:48:04 AM

**City/State/Zip:** Huntersville, North Carolina 28078

**Company Complaining About:** Time Warner

---

## **Description**

It has been over two months since I requested the following page be removed and it still appears. I have also received no response. Here is the webmaster URL

<https://app.betterloanofficers.com/Profile/992313/Latifah-Dortch-CHARLOTTE-NC-28262>

I have attached my request from October of which two were sent.

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[Ticket: # 823315 - data cap](#)

**Date:** 2/20/2016 3:52:48 PM

**City/State/Zip:** Lauderdale, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

I feel its not right that my Comcast / Xfinity internet service be capped.

They want me to pay additional if I reach the cap.

I find my self using netflex a lot less for fear of going over my cap.

I would like this practice stopped.

---

**Ticket: # 823768 - INTERNET SEARCH REMOVAL REQUESTS**

**Date:** 2/21/2016 8:18:39 AM

**City/State/Zip:** Huntersville, North Carolina 28078

**Company Complaining About:** Time Warner

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**Description**

I HAVE PREVIOUSLY SENT REQUESTS TO SPOKEO TO REMOVE MY INFO FROM SEARCH RESULTS AND WHILE IT WAS REMOVED, IT HAS SINCE BEEN REACTIVATED. I HAVE AGAIN THIS MORNING REQUESTED REMOVAL AND IT WAS REMOVED FROM THEIR SITE RESULTS AND FROM GOOGLE WITHIN MINUTES OF MY REQUEST. THEY ALSO KEEP SENDING ME THE SAME REDUNDANT INSTRUCTION ABOUT RE ENTERING THE SAME CACHE FOR REMOVAL BEFORE IT CAN BE REMOVED. I HAVE SENT IT TWICE.

---

**Ticket: # 823771 - Comcast selectively slowing down Google**

**Date:** 2/21/2016 9:00:44 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

We use Comcast as our IP at home, and over the past few weeks we've noticed that google and its related sites--gmail, youtube, even websites that load google fonts--are having trouble loading. Pages are "not found" or loading so slowly the browser reverts to non-graphic html. Other non-Google related sites are fine, and speedtests show our connection is fine.

Yesterday we bought a new computer, and were trying to install Google Chrome at home. We could download and install Firefox without a glitch, but the Google chrome installer was freezing, hanging, and overall failing. After 45 minutes of this, we installed my work VPN, since I needed that anyway. As soon as we were on my work VPN, Google Chrome could be downloaded and installed without a glitch.

This morning, I was trying to use gmail and it was timing out, failing to load--I switched to my work VPN and reloaded gmail, and it loaded immediately. All this means is it is not our various computers at home, not a google problem--it's a Comcast problem specifically with Google.

---

[Ticket: # 823775 - internet caps](#)

**Date:** 2/21/2016 9:23:45 AM

**City/State/Zip:** Maiden, North Carolina 28650

**Company Complaining About:** Charter

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## **Description**

This is very unfair. I had to cancel cable because I no longer can afford it and now my internet will be capped, therefore surcharged the minute I go over my "limits"? there should be no limits, especially if I pay for it.

---

[Ticket: # 823814 - Comcast data caps](#)

**Date:** 2/21/2016 11:43:12 AM

**City/State/Zip:** Rockwood, Michigan 48173

**Company Complaining About:** Comcast

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## **Description**

This is clear attempt to restrict competition for consumer options. Comcast allows for unlimited data on its Xbox streaming app but charges overage fees on all others. Also please unlock the box as we did wit AT&T years ago.

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**Ticket: # 823922 - comcast restrictions on my internet data usage and add on costs and restrictions to eliminate competition or my freedom to chose another service.**

**Date:** 2/21/2016 2:09:11 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

---

## **Description**

Comcast has placed a limit on the amount of internet data I can use each month. After which I must pay \$35 to use more each month. There is no other cable service in my area. I buy movies from comcast but if I leave them I know longer have the movies I pay for. They are doing this in the entire state of S.C. but not everywhere. Why must I pay more when other states do not. I must also have a box for every TV i own to get the service. I am charged a monthly fee for each TV. The charges keep going up and there is no other cable provider I can go to. They have limited my data usage because I use Netflix and not Comcast. They are trying to eliminate or stop any competition and my freedom to choose. Please help stop this abuse.



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**Ticket: # 824301 - Suddenlink**

**Date:** 2/21/2016 10:23:12 PM

**City/State/Zip:** Bullhead City, Arizona 86442

**Company Complaining About:** Sudden Link

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**Description**

Suddenlink has begun to data usage now so if we go over are data usage they automatic charge us more it's not right

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[Ticket: # 824410 - Net Neutrality](#)

**Date:** 2/22/2016 8:31:37 AM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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## **Description**

Comcast charges an internet fee. The problem is they cap the data plan at 300 gb. This cap purposely prejudices against online marketers of media. It prevents competition and therefore creates a monopoly for Comcast.

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[Ticket: # 824350 - Comcast internet usage cap](#)

**Date:** 2/22/2016 12:00:23 AM

**City/State/Zip:** Gray, Louisiana 70359

**Company Complaining About:** Comcast

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## **Description**

I have a contract with comcast for a year of unlimited Internet usage. Today, I got a notification I was close to my 300 gb limit. I called them, and they told me I now have a cap even though I have been paying for unlimited services. I did not receive notification of such change. If they are going to change my plan, I want out of the contract or they can lower the cost of the Internet service.

---

**Ticket: # 824438 - Comcast data usage charge (over 300gb)**

**Date:** 2/22/2016 9:25:47 AM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

---

### **Description**

I am getting charged every month now for over 300 gb data for a family of 4. The monopoly comcast is simply gouging price in Monroe LA.

Shut them down. A simple money grab for an average family of 2 adults and 2 kids.

---

[Ticket: # 825055 - The child Internet protection act](#)

**Date:** 2/22/2016 1:45:48 PM

**City/State/Zip:** Walla Walla, Washington 99362

**Company Complaining About:** AT&T

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## **Description**

Hi there I'm a student that has all of his work done and was trying to do some hard math problems for a game I play (mostly for shit and giggles), but was not able to look up information on kongregate forums. I might add that I am 16 almost 17 and a e for everyone rating is a bit childish for my tastes the game I am referring to is at the most t for teen. It is called Shonen idle z it has a few references to violence and some anime quotes that are supposed to be funny/inspirational. Very few references to alcohol. Please consider updating the cipa for highschools and colleges. (Of course don't allow illegal acts that's a no brainer) text only during school hours 8:20-3:05

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[Ticket: # 825279 - Data caps, unethical business practices](#)

**Date:** 2/22/2016 2:44:26 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

I'm a college student and I'm afraid to go home and do homework because I have to remotely connect (this would be a server) to my universities computers in order to use a required program that I cannot afford to purchase. I'm afraid to do this because it may use a lot of data and overage fees are very expensive. When will there be justice against Suddenlink and other ISP's? This is bullshit.

---

[Ticket: # 825341 - Comcast blocking VPN service](#)

**Date:** 2/22/2016 3:06:37 PM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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## **Description**

I work for a small business and we need a static ip for communicating with partner business servers. We ordered a dedicated IP through a popular VPN service but were unable to connect. When I tried through a different ISP I was able to connect immediately although using the same computer with the same settings.

---

[Ticket: # 825741 - Throttled "unlimited" data plan, business account](#)

**Date:** 2/22/2016 5:03:11 PM

**City/State/Zip:** Ft. Irwin, California 92310

**Company Complaining About:** Verizon Wireless

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## **Description**

My university, University of Maryland University College, pays for an unlimited 4G LTE jet pack data internet connection for my use. Every month, as soon as the 5 GB point is reached, access speeds drop drastically and remain low until the 2nd of the following month.

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**Ticket: # 825886 - Blocked phone/no identification**

**Date:** 2/22/2016 6:01:01 PM

**City/State/Zip:** Lebanon, Oregon 97355

**Company Complaining About:** Sprint

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### **Description**

I placed an add on craigslist to sell my cider press for 400 dollars. I received a text message on my phone from an unidentified person wishing to purchase it. The person sent me a cashiers check for 2,955.00 dollars. The person asked me to send money to other persons saying it was for shipping. I complied and the check was returned leaving me in debt and I am in danger of becoming homeless. I reported the incident to local police on 1-26-2016 and the case number is #16-1094, the officer's name is Timothy Trahan of the Lebanon Police Department. He copied all the phone records and has all the information of the case. Please help.

---

[Ticket: # 826753 - Annoying emails](#)

**Date:** 2/23/2016 2:34:40 AM

**City/State/Zip:** Queens, New York 11362

**Company Complaining About:** Verizon Wireless

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### **Description**

I am receiving emails of " Hi 5 " almost every day for years now. It do not have option to unsubscribe. Please help

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**Ticket: # 826827 - Internet Data Cap**

**Date:** 2/23/2016 9:13:58 AM

**City/State/Zip:** Coral Gables, Florida 33133

**Company Complaining About:** Comcast

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## **Description**

Good morning,

I am a current customer of Comcast internet customer and wish to register a formal complaint against the company. A few months back I was notified that Comcast was imposing a 300GB data usage cap, despite the fact that I became a Comcast customer specifically because I was told (and paying for) unlimited data. I have contacted Comcast several times and was told I must pay an increased monthly subscription in order to keep receiving unlimited data. I was either deceived in September 2014 by false advertising and assurances by Comcast representatives, or Comcast has breached their contractual obligations. I simply wanted to register my complaint to make the FCC aware of the deceptive and unfair practices currently being employed by Comcast.

Regards,

(b) (6)

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[Ticket: # 827049 - Open Internet](#)

**Date:** 2/23/2016 11:20:06 AM

**City/State/Zip:** Haddonfield, New Jersey 08033

**Company Complaining About:** Verizon

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## **Description**

I believe in the free and open Internet, with no arbitrary fees or slow lanes for sites that can't pay. I stand with "Title II reclassification," the only option that will prevent the breaking of key principles of the Internet I love. Free access for all people, without additional charges for some, is important in a democracy in terms of affordable, open and free communication.

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**Ticket: # 827133 - Unsolicited emails**

**Date:** 2/23/2016 11:45:01 AM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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## **Description**

Several months ago someone sold my email to others. I am now being blasted with dozens of emails a week. Most of these say you can unsubscribe but that doesn't work. They are coming from a physical address of (b) (6), Quincy, MA 02169. I have written them a snail mail twice but the post office returns it saying the address doesn't exist. However, the physical address can be found on Google. I wrote to Postmaster about that but haven't heard back. Therefore, I am sending a formal complaint to your office. Can you help in any way?

Thank you for your time.

(b) (6)

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**Ticket: # 827352 - Comcast Data "Cap"**

**Date:** 2/23/2016 12:46:08 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed a cap on the internet service in my area. A cap on usage, which has been proven to not be accurately managed by Comcast. Furthermore, they are violating the spirit of open internet by not counting use of their own "streaming" service as part of the overall usage. They are abusing their near-monopolistic position in my market by punitively charging their customers, who have little recourse or option, for using data with no concern to congestion of the area network. The cumulative amount of data I use each month does not cost Comcast/Xfinity any more or less depending on my total usage. The only additional cost incurred would result in them having to increase the overall bandwidth of my area, which is obviously not the case.

---

**Ticket: # 827975 - Unlimited changed to 300 GB monthly**

**Date:** 2/23/2016 3:35:10 PM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

Hi. Comcast has changed my unlimited internet to 300 gb a month but still charging me the same price. How can they instantly change the contract. If I tried to change the terms of my contract and not abide by the contract on file, they would pursue legal action against me. I feel as though I can not fight this Giant corporate greedy monster. What can I do to get the Unlimited plan back in my area of Florida? ( I just upgraded to a 4K tv. It used up 90 percent of my data in 10 days. Since, 4K is the new Tv format and uses more data from outside sources ( other than Comcast) I think Comcast knows this is the future of Tv , therefore they are trying to take advantage of Consumers and charge us more of our hard earned money). Can the government sue them like you did with ATT's unlimited plans?

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[Ticket: # 828440 - Data Cap Complaint](#)

**Date:** 2/23/2016 5:38:07 PM

**City/State/Zip:** Grovetown, Georgia 30813

**Company Complaining About:** Comcast

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## **Description**

Comcast, the worst internet provider service in the world and the only one available a majority of citizens across the county, has begun "capping" internet usage. The cap is 300 GB per billing cycle regardless of internet plan selected. If one were to go over this cap, their monthly bill increases greatly. This is bullshit - in most cases a single computer cannot be backed up completely via a cloud backup service without incurring additional fees.

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**Ticket: # 829184 - FACE BOOK**

**Date:** 2/23/2016 9:34:22 PM

**City/State/Zip:** Agency, Missouri 64401

**Company Complaining About:** Sudden Link

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### **Description**

THE COMPLAINT I HAVE TO REGISTER IS THAT FACE BOOK IS NOT ALLOWING FREEDOM OF SPEECH ON THE INTERNET. CASE IN POINT, THEY WILL ALLOW PEOPLE TO POST ABOUT MUSLIMS BEHEADING AMERICANS, BURNING AMERICANS ALIVE, RAPING AMERICAN CHILDREN, NOT TO MENTION PEDOPHILIA.....BUT LET ME POST ONE OPINION ABOUT KILLING THE MUSLIMS AND I GET BOOTED OFF FACE BOOK. AND I AM NOT THE ONLY AMERICAN CITIZEN THAT THIS IS HAPPENING TO. THIS IS NOT AN ACCEPTABLE PRACTICE BY FACE BOOK. THEY ARE SHOWING PREJUDICE TOWARD AMERICANS FOR THEIR OPINIONS AND KICKING THEM OFF FACE BOOK, BUT ALLOWING MUSLIM PEOPLE TO POST ANYTHING THEY WANT ABOUT KILLING AMERICAN CITIZENS AND DESTROYING OUR COUNTRY. WHAT THE HELL HAPPENED TO THE FREEDOM OF SPEECH IN THIS COUNTRY? IS IT JUST FOR THE ISLAMIC MUSLIMS IN THIS COUNTRY OR FOR EVERYONE?

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**Ticket: # 830266 - Incorrect information**

**Date:** 2/24/2016 2:16:53 PM

**City/State/Zip:** Delaware, Ohio 43015

**Company Complaining About:** Delaware Rental Center

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### **Description**

<http://www.usaypage.com/rental-service-stores-yards-category/ohio-delaware/delaware-rental-center-p16447.html> This website is listing the wrong information for this business. I have made 7 attempts to contact them and correct this issue. Nothing will be done. I need the phone number corrected as it is affecting the income of the business.

---

**Ticket: # 831391 - Sudden Link capped Data without notification at high price option**

**Date:** 2/24/2016 7:03:20 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

I started receiving emails stating I was being warned for going over my data usage. I originally signed up for internet service with no contract at \$75.00 a month no cap. Now they want to charge me \$150.00 a month. I called them three different time only to be told three different things. Their web site doesn't give you any options it only tells you to call the 1800 #. They tried to get me to sign up as a business using my social if I sign a three year agreement even when I told them I don't own my own business. Not sure what to do now as I don't know what my real options are Or that they won't keep increasing without notification.

---

[Ticket: # 831628 - Biased billing violating Net Neutrality](#)

**Date:** 2/24/2016 9:09:52 PM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Comcast said their Stream TV service won't count against subscribers' data as it stays on Comcast's network, but I am being billed for every single bit of data, even data that stayed on Comcast's Network.

I was not provided any breakdown of what data stayed on or left Comcast's Network. I have to blindly trust Comcast as there is no tool provided to check this.

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**Ticket: # 831789 - COMCAST 300GB DATA LIMIT**

**Date:** 2/24/2016 10:43:43 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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### **Description**

I'm among the thousands of unsatisfied and angry people affected by Comcast's ridiculous data "limit". The straw that broke the camels back was the fact that I have an ill bedridden family member who enjoys watching online streaming content and I had to tell her that she cannot continue to enjoy her shows because we went over our limit and were charged a fee for doing what we normally do; lets add that to the pile of bills. I know my tiny voice is probably not going to be heard but please, FCC, fix this problem.

---

[Ticket: # 838118 - received email from 'FBI' requesting money.](#)

**Date:** 2/28/2016 8:15:39 PM

**City/State/Zip:** Fort Myers, Florida 33903

**Company Complaining About:** Verizon Wireless

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### **Description**

The 'FBI' says that for 580 dollars (?) I can receive 800,000 dollars from some settlement concerning one of my email accounts.

Sorry, I do not know how to forward the email without an address.

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**Ticket: # 831910 - Comcast data cap usage****Date:** 2/25/2016 1:42:55 AM**City/State/Zip:** Griffin, Georgia 30223**Company Complaining About:** Comcast

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**Description**

I believe Comcast is violating net neutrality by capping data usage at 300 GB. The cap forces me to carefully monitor what I view on Netflix, Amazon, Hulu, and YouTube. By capping my usage, Comcast is unfairly funneling my viewing time away from its online competitors towards their own programming and products like cloud DVR and on demand. By having products like the cloud DVR which uses Internet however does not count against the 300 GB cap, Comcast has violated net neutrality. Comcast is in the position of being an Internet provider, cable provider, and programming provider, using its position, Comcast is punishing people who decide not to watch programs on the platform that Comcast has deemed beneficial for themselves. It's is no different than companies that would have paid for better internet had net neutrality not passed.

Internet has become a utility on par with water and electricity. With those I understand paying for what I use. With Comcast however, I already pay for Internet and paying for more if I pass an arbitrary limit is greedy corporate policy at its worse. My usage does not affect other people nor does it drain additional resources from Comcast. It makes no difference to Comcast if I use 300 GB or 600 GB. If this policy of capping usage for greed is allowed to go unchecked it will spread to other companies and Internet based innovation will cease.

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[Ticket: # 831972 - Time Warner Cable blocking P2P networks](#)

**Date:** 2/25/2016 6:44:24 AM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Time Warner

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## **Description**

Recently Time Warner Cable has decided to block off P2P networking capabilities. This is absolutely against Net Neutrality and against our rights to a free and open internet, and needs to be stopped immediately.

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**Ticket: # 832126 - ongoing internet issue**

**Date:** 2/25/2016 10:56:48 AM

**City/State/Zip:** Coconut Creek, Florida 33066

**Company Complaining About:** Comcast

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## **Description**

After speaking with numerous agents like myself and my internet issue still haven't been resolved I search for other alternatives and here you are.. As I type this I am actually speaking with a hsi tech support agent just like myself.. Funny thing is that I am a work at home agent for comcast trying to get help because I cannot help myself. So my latency and ping test results are horrible so my phone lags and cut in and out when Im speaking with the customers. I have done numerous troubleshooting with my helpdesk including speed and ping test while on their vpn and the issue was identified as an ISP issue. Tomorrow will be tech #4 that gave me the clear that my issue has been resolved but I was told to log off and call my isp day #5 now without pay Another appoint was setup for tommorrow for a trouble call between 1-3 but again is this an outside issue from main tap. By the way the tech never show for this appt and when i called to verify, i was told appt got cancel because automated system called me and I didnt answer when @ 12:34 I confirm the appointment. So I request to speak with a manager who actually setup the right appointment so waiting on tech #5 who is suppose to be working outside from the main box, not including the 2 others that fix the outside cable lines . Unfortunately had to log off again today with no pay . Funny thing is that as a customer service agent for comcast, I help everyone to the best of my abilities and cannot get the same in return. As for the numerous trouble calls and the fix from the main tap since all my cables in the house is fine.. that story line is getting old.. I am not getting paid each time i log off to contact the same company I provide excellent tech support for.. which means I CANT SURVIVE. With this said I really hope we can fix this issue since I really love what I do and hope to continue with the organization.

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**Ticket: # 834057 - non functioning e-mail**

**Date:** 2/25/2016 9:52:31 PM

**City/State/Zip:** Meadview, Arizona 86444

**Company Complaining About:** Frontier Communications

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## **Description**

since frontier phone, internet and cell phone service to everyone with a number starting with 928-564-XXXX was lost for over 30 hours, i have had problems with my e-mail which only works sometimes.

the tech support has given up, i had the engineering manager and a technician at my home, they fixed it for about an hour then it stopped working again.

surely, they have a technician that knows how to solve the problem but it appears not.

i can only see my e-mails at the internet mail site run jointly by frontier and yahoo.

on this site all or most of my e-mail is sent to a spam folder that does this automatically, in effect censoring my e-mails/

in a senario as follows, if two companies send me an e-mail for similar products, who decides which will show in my "in box" and which will show in the "spam" folder, not me but yahoo, i wonder if one sender has a special arrangement with yahoo?

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**Ticket: # 834284 - Netflix Bocks Me, Claims No Control Over Process****Date:** 2/26/2016 4:14:58 AM**City/State/Zip:** Seattle, Washington 98103**Company Complaining About:** Centurylink

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**Description**

As of 24 February, I am now being blocked from streaming Netflix content. I called Netflix, and they said I would have to shutdown the Tor middle node (which shares my home network IP address) to watch content I've already payed to access. (Middle nodes cannot be proxies, first of all, but I'm not using Tor and I am accessing the content legally, in any case.) They also said they had no control over which IPs are blocked. How is that allowed? Who is controlling this list of blocked IPs? Do they answer to you? I don't see how this isn't a violation of one or more of your rules. I'm authorized to access Netflix content as a paying customer in good standing. So, how can my access to any legal internet content be blocked and \*by a third party,\* no less.

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[Ticket: # 834745 - Verizon Streaming commercials are much louder than what I am watching](#)

**Date:** 2/26/2016 12:39:55 PM

**City/State/Zip:** Manhattan Beach, California 90266

**Company Complaining About:** Verizon

---

## **Description**

When watching a channel such as CNN on verizon fios live streaming through the web, the channel itself is pretty quiet. As soon as commercials come on though the noise is blaring and I am constantly raising and lowering the volume to compensate.

Calm act pertains to TV I believe, but I think this is unfair loophole that telecommunication providers can do this again only this time on the internet.

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[Ticket: # 835580 - Ban zero rating!](#)

**Date:** 2/26/2016 5:24:39 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**Description**

TWEAST

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Ticket: # 835779 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/26/2016 6:22:35 PM

**City/State/Zip:** Fort Irwin, California 92310

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

(b) (6)

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**Ticket: # 836077 - CenturyLink Internet**

**Date:** 2/26/2016 8:22:48 PM

**City/State/Zip:** Pocahontas, Arkansas 72455

**Company Complaining About:** Centurylink

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## **Description**

I have done all of the usual reset and troubleshooting for my internet and it keep dropping out. I have called them and they gave me a new router which only did good for about 2 weeks then starting doing bad again. I am playing video games and if my internet stops for even the least bit it cost me money . I need help because I know it is not my fault. They will keep sending me routers and doing things that don't work and I can't do anything about it . Other internet companies are too slow and CenturyLink is taking advantage of me .

---

Ticket: # 836394 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/27/2016 1:56:18 AM

**City/State/Zip:** Fort Lauderdale, Florida 33316

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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### **Description**

Make an example out of any ISP that breaks the rules. Please. This is getting ridiculous.

---

Ticket: # 836444 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 2/27/2016 3:12:05 AM

**City/State/Zip:** Highland, New York 12528

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

(b) (6)

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[Ticket: # 837103 - Century Link throttles Netflix](#)

**Date:** 2/27/2016 5:00:46 PM

**City/State/Zip:** Portland, Oregon 97215

**Company Complaining About:** Centurylink

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## **Description**

Netflix loads slower than with other internet providers with the same advertised speeds. Century Link does not provide its advertised services to paying customers, even new ones.

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Ticket: # 862007 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior

**Date:** 3/14/2016 5:24:47 PM

**City/State/Zip:** South Pasadena, California 91030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**Description**

111-111-1111

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[Ticket: # 837124 - Throttling](#)

**Date:** 2/27/2016 5:23:18 PM

**City/State/Zip:** Dracut, Massachusetts 01826

**Company Complaining About:** Comcast

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### **Description**

Streaming services such as Netflix and HBO GO are coming through choppy, and of poor quality. However Comcasts own streaming service comes through at perfect quality and connection. This leads me to believe they are purposely making my connections to other services poor.

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[Ticket: # 837684 - Data caps suck...](#)

**Date:** 2/28/2016 12:43:22 PM

**City/State/Zip:** Corbin, Kentucky 40701

**Company Complaining About:** AT&T

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## Description

(b) (6)

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**Ticket: # 838304 - Internet Cap/Overage Fees****Date:** 2/28/2016 11:24:59 PM**City/State/Zip:** Lakewood, Ohio 44107**Company Complaining About:** Cox

---

**Description**

I was a customer over half a year before Cox implemented internet caps. Not only are internet caps fundamentally unfair, but I was not giving proper notice and never expressly agreed to this contract. The notice was sent under a generic subject line, which is easily ignored. Furthermore, the fact this is only being done in my market- Cleveland- is ridiculous. I will not stand to be in a different position because of where I live. I will not be paying any charges, and will take other action past this complaint if charges are imposed.

Furthermore, it seems like internet caps are being used as a scare tactic to get consumers to purchase upgrades. I have attached screen shots, taken within 2 minutes of one another today, 2/28/2016, showing DIFFERENT internet cap end dates. How can I be threatened to be charged for an overage when you keep changing the end date? How do I know the end date was not previously over and changed to scare me into an upgrade already?

---

[Ticket: # 838410 - comcast screwing me over](#)

**Date:** 2/29/2016 3:08:42 AM

**City/State/Zip:** Bartlett, Tennessee 38134

**Company Complaining About:** Comcast

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### **Description**

comcast is capping my data on broadband internet and charges you if you go over. please stop them caps are unfair. then they want you to use their streaming service which doesnt count against the cap which is against net neutrality.

---

[Ticket: # 838356 - hulu disabling volume control on commercials](#)

**Date:** 2/29/2016 12:39:53 AM

**City/State/Zip:** Moorpark, California 93021

**Company Complaining About:** Time Warner

---

## **Description**

You can test this right now by going to hulu and playing any video, the Verizon commercial has disabled volume control and it is set to full blast. I have complained to hulu and they have not changed it. I have room mates that are trying to sleep. I am using the Firefox browser with all the latest flash and java updates plus I ran windows update 4 days ago plus defragmented about a week ago and online virus scan about a 1.5 weeks ago.

---

[Ticket: # 838366 - My facebook received a hacked message from a friend--but was a hacker.](#)

**Date:** 2/29/2016 1:47:02 AM

**City/State/Zip:** Edmonds, Washington 98026

**Company Complaining About:** Comcast

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## **Description**

If these people convince anyone that they are real, someone will lose money. These crooked people need to be located and stopped. I changed my facebook password. When asked, my friend said her facebook account was hacked. These crooks are going to find someone like my friend who will believe them. At first I thought it was real I'm old enough to know better--that's why I asked the question to see if it was really my friend--Nope--the English was poor also.

---

**Ticket: # 838685 - Political advertisement on sign on page for AT&T e-mail account**

**Date:** 2/29/2016 11:34:36 AM

**City/State/Zip:** Lakeland, Tennessee 38002

**Company Complaining About:** AT&T

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## **Description**

Yesterday I signed on to my AT&T e-mail account and noticed that the main page had a huge picture of a political candidate with a "click here" button to join their campaign. Since the communication industry is federally regulated I was shocked to see this on the site and feel it should be investigated.

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**Ticket: # 839072 - Comcast Data Caps**

**Date:** 2/29/2016 1:45:51 PM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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### **Description**

I should not have an artificial restriction on the amount of internet I use. Especially considering it is not a finite resource. 300 gigs might be plenty for some but too little for others. This is the best package you can buy keep in mind!

---

**Ticket: # 839089 - Comcast/Xfinity**

**Date:** 2/29/2016 1:51:18 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

I moved in March of 2015. For more than four weeks I could not access my email account with comcast. I had pending legal issues and necessary documents were in that account. I do not remember how many times I called, but it was more than six. The company had transferred my email to another account, failed to inform me, or provide me with the email address or password, and refused to tell me as I could not be identified as the user. It wasn't until I contacted the corporate office that this was finally addressed. Recently, with comcast's internet upgrade, my homepage, where I access my email account, is inundated with videos. Offensive, risque, liberal, unwanted garbage that I have no desire to see. I contacted comcast and told them I wanted to opt out of video feeds on my homepage. It is the only place where you can log into email with comcast and you must wait for the videos to load before you can access anything. Comcast states that no-one can opt out. Opting out doesn't exist. Perhaps Comcast does not realize I can opt out by simply cancelling their services. This company has the worst customer service of any company I have ever dealt with. They never automatically credit my account when their services are interrupted (of which, my services were cut for more than 24 hours). If there is a problem, they insist it is your equipment, ignorance, etc. that is causing the problem. Thank America for the freedom of choice!

---

**Ticket: # 839814 - U-Verse or DSL!**

**Date:** 2/29/2016 5:36:50 PM

**City/State/Zip:** Corona, California 92881

**Company Complaining About:** AT&T

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### **Description**

I'm the only customer in the entire neighborhood with AT&T using DSL and many attempts from AT&T pressuring me to move to U-Verse and according to the letter they offer me \$14.95 and when I call them they back up and they say the charge would be \$58 which I cannot afford it is too much for someone who is working with the bare minimum, I need your help either I get U-Verse for \$14.95 or extend the DSL promotion for \$14.95 for another 12 months, AT&T rips me off and does not honor what they advertising for. Please see attached letter from AT&T Vice President Office. Also I have overcharges in my account for \$170.22 and I'm not going to pay for no services because the service keeps interrupting , please help me to recover my losses.

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**Ticket: # 839962 - Essex County Collge**

**Date:** 2/29/2016 6:33:21 PM

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

**Company Complaining About:** Sprint

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### **Description**

avialibity, privac US Constition, interfearence, with wiretapping, and evesdropping privacy and private gated golf tennis dining pool community in Lee County Fla unsupervised, and edesignated. sheriff mike Scott Domestic Task force, thanks

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**Ticket: # 840306 - AT&T**

**Date:** 2/29/2016 8:50:19 PM

**City/State/Zip:** Louisville, Kentucky 40299

**Company Complaining About:** AT&T

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### **Description**

AT&T is suing my city (Louisville,Ky) to try to keep Google out. They can't handle fair competition, so they are resorting to cheap tactics to slow or stop Google Fiber from coming to town. Don't let them do this.

---

**Ticket: # 840654 - Blasting Ads on Email Inbox**

**Date:** 3/1/2016 1:15:35 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15205

**Company Complaining About:** Comcast

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## **Description**

When we open our email inbox, Comcast (Xfinity) always has an ad in the top right side of the page. By even touching your mouse in the area of the ad, it jumps out and screams the ad! I was on the telephone with a man who had just lost his wife ... somehow the mouse touched the ad, and there was some car salesman screaming about buying a car! What a terrible moment for this stupid ad to come on! These ads should be BANNED from our email inboxes! Why are advertisers allowed to bang us on the head with a baseball bat? This is ridiculous.

Please let me know what can be done about this.

Thank you.

(b) (6)

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[Ticket: # 840680 - porn graphics](#)

**Date:** 3/1/2016 2:23:58 AM

**City/State/Zip:** Dallas, Texas 75240

**Company Complaining About:** Sprint

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**Description**

Cant watch porn

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**Ticket: # 840731 - unwanted porn email**

**Date:** 3/1/2016 8:42:26 AM

**City/State/Zip:** Scotia, New York 12302

**Company Complaining About:** Time Warner

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## **Description**

Over the last two weeks we have been receiving unwanted porn emails. Today 22 of 25 were this type. We have worked repeatedly with Time Warner to use their blocker to stop this and have set the email per their directions but it keeps coming. The source vehicle used is outlook.com and has a common originating IP address.

Is there anything you can do to help?

Time Warner has not been able to help.

---

**Ticket: # 850100 - Favor Net Neutrality**

**Date:** 3/6/2016 1:03:34 PM

**City/State/Zip:** Tampa, Florida 33647

**Company Complaining About:** Bright House

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## **Description**

I believe strongly in net neutrality.

Best regards,

(b) (6)

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**Ticket: # 841698 - Incorrect/Broken Comcast Xfinity Data Usage**

**Date:** 3/1/2016 4:09:43 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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### **Description**

Online usage meter has not worked for 4 months, usage HIGHLY/incorrectly overstated (300GB in two weeks according to text alert), and on hold for 20 minutes waiting to be transferred to next representative before hanging up.

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[Ticket: # 857105 - metropcs is slowing down my data and using congesten as a excuse to slow down customers](#)

**Date:** 3/9/2016 10:30:29 PM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Metropcs

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## **Description**

Metro pc's is slowing down my data when exclaiming it's unlimited data too the Pont where I can't serfing the web

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[Ticket: # 862110 - Hay House Ince.](#)

**Date:** 3/14/2016 6:18:11 PM

**City/State/Zip:** Phoenix, Arizona 85045

**Company Complaining About:** Cox

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## **Description**

Fraudulent use of email for questionable business purposes without my authorization for the use of my email...failure to remove my email from their servers after repeated requests to do so.

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[Ticket: # 843897 - My home do not have internet](#)

**Date:** 3/2/2016 4:18:32 PM

**City/State/Zip:** Lawrenceville, Georgia 30046

**Company Complaining About:** AT&T

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## **Description**

Dear Sir/Madam,

I tried to contact ATT, Comcast, Verizon to have the internet at home. Comcast and Verizon said their is the territory of ATT. Also, my neighbor said they're using ATT too. However, when I called to ATT, they said they can't do anything for me because the full of user using in my neighborhood. The bandwidth or data already full. Could you pls help for my case? When I bought this house, nobody tell me about the internet provider issue. I do not have internet at home, alot of stuffs got interrupt.

Thanks

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[Ticket: # 844261 - Non Stop Spam!](#)

**Date:** 3/2/2016 5:55:38 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Comcast

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### **Description**

Hello... I get non stop spam from the condoruganda.com domain. They have ignored at least 10 UNSUBSCRIBES. They are also in violation of Colorado law by not including "ADV" in the subject line of their SPAM. How can I stop this? Thanks!

---

[Ticket: # 844363 - Internet Hosting Speed Bump](#)

**Date:** 3/2/2016 6:35:47 PM

**City/State/Zip:** Cafb, South Carolina 29404

**Company Complaining About:** Comcast

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## **Description**

I was hit with unwanted "Internet Hosting Speed Bump".

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[Ticket: # 866046 - Internet-Comcast-Verizon-AT&T-T-mobile](#)

**Date:** 3/18/2016 10:31:06 AM

**City/State/Zip:** Saint Paul, Minnesota 55124

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 847271 - Violation of payment agreement underage porn](#)

**Date:** 3/4/2016 11:06:51 AM

**City/State/Zip:** Auburn, Maine 04210

**Company Complaining About:** Time Warner

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## **Description**

A web-sight called Cam City is having underage girls from Russia preform as live models. They have also recently gone back on a contract with there models and removed all hourly incentives. To top this off they consistently run out of money conveniently around pay day and can not pay their models. This sight is not only in violation of Osha regulations regarding pay but they are also breaking the law by hiring underage girls as live sex models.

---

[Ticket: # 847449 - Re: \[FCC Complaints\] Re: Comcast - Different level of service for customers with rented equipment over owned equipment](#)

**Date:** 3/4/2016 12:18:49 PM

**City/State/Zip:** Champaign, Illinois 61821

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #648312 "Comcast - Different level o..."

This complaint has not been addressed, I was told I could receive a phone call from the person on the ticket by an FCC staffer on the support phone line. I respectfully request a phone call, I believe our email communications are losing some of the subtlety of the issue causing communication issues. Please respond.

Sent from my iPhone

---

**Ticket: # 848713 - Comcast Data "Capping"**

**Date:** 3/4/2016 7:30:41 PM

**City/State/Zip:** Clintwood, Virginia 24228

**Company Complaining About:** Comcast

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## **Description**

I beg of you or any other person who reads this to prevent comcast from capping internet! The internet, among with its size, is growing. Most websites do not care for how much data is used, yet comcast is trying to incorporate a data plan. My household, along with millions of others around the US, use more than a measly 300 GB. while they claim that it can "help households save money", they still charge the same amount. Comcast should not be allowed to be an exception to the rules; put the hammer down!

---

[Ticket: # 863915 - Follow up to 666817](#)

**Date:** 3/16/2016 12:01:20 PM

**City/State/Zip:** Manchester, New Jersey 08759

**Company Complaining About:** Google

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 849064 - US Civil rights and Constitutional rights to privacy to move, In Him I live and move and have my being in pursuant of peace in my private and profess.**

**Date:** 3/5/2016 8:30:10 AM

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

**Company Complaining About:** Straight Talk

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## **Description**

(b) (6) -Having peace to move and have the literacy to execute righteousness in my own private life, as well as professional and public life, in dealing with anything pertaining to myself and religion and religious training and also exercise lawfully anything extended to me equally and rightly by the US Constitution, and to research it, and to fully understand it and also to extend forgiveness to others, particularly involving the law and legal service, and also for family, and for various religions, and then to execute lawfully for the purpose of having fun, or resting, anything pertaining to the US Constitution and then leaving the house decently and having the correction domestic wiretaps or phone taps or communication in service responsible and for tenure and for private practice as well as regarding housing and housing developments, community and the law enforcement, and also for anyone else's family that I come in contact with on any phone or wiretap even domestic and for women, girls, and particularly immigrants even Usha A and maybe her entire family who maybe swithing in system (Department Of Justice; legal officers, for immigration and women's issues) having knowing the timing accurately for marriage and divorce, separation and for the arts and entertainment and for any religion and religious studies, or in extension, regarding anything that has extended from any religious studies from any college that I attended or ever intended on attending, and encouraging positively others to pursue their own civil rights in the United States of America even pertaining anything that hurt of violence, even abuse fraud or waste even concerning myself justly or judicially in love and with respect for others, and also in lieu of long-suffering and patience, making available or communicating through and with other federal agencies, even for any lawyers or for any bar association my distrust solely in (b) (6) her notorious and obnoxious family behavior and set, and also having with all due respect wishing to plainly and professionally and personally disconnect from any unlawful domestic wiretap in its faultiness and illegality and anyone connected to any faulty or illegally potentially illegal or wrong, faulty or deceiving domestic wiretaps even the US Senate itself with inclusive of US Senator Bill Nelson, Marco Rubio, and Liz Benequista and also Mr. Corey Booker and NJ Senator Melendez and the state of Virginia and others GA and for media purpose for any Reality TV program especially for employment, the arts and entertainment, the CIA for education, knowing fully what the future in mind, to have privacy established in the homes here in Lee County Florida and connected to anything Crown Colony Golf & County and respect, honor and decency on any level connected to any phone or conversation and group or club or Lee County Courts, FLA for any long term or community or for or regarding any rules or regulations, the right to know for the people remaining open and neutral on any internet exchange even for printing and selecting or clicking on any thing on any website or link connected to anything concerning Crown Colony Golf & County club, or its subsidiaries or anything close to its name- I do reserve the right to privacy and to help myself and find others who will communicate lawfully and Christian too for religious purpose and for the sake of health and a sound mind to perpetuate and healthy and safer community (watch) and (patrol) and even leadership and also neighborhood and work place and even recreational standard that is equivalent to the US Dept of Justice and Fair Housing and EOE and also anything Godly and right, than you.



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**Ticket: # 849796 - Metering, charges, and application of unlimited data**

**Date:** 3/5/2016 8:19:41 PM

**City/State/Zip:** Lafayette, Georgia 30728

**Company Complaining About:** Comcast

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## **Description**

Comcast advised me at the end of February 2016 during a support call that we were unable to purchase and apply unlimited data until after 1 March 2016. On 2 March 2016, my wife called to add unlimited data. She was told that it would not be applied until 1 April 2016.

After reporting to Comcast that we were told something different, we were essentially told "tough luck" and were advised that we'd be expect to pay for their outrageous metered service.

We even received a callback from a "supervisor" named Dave on 5 March 2016 @ appx. 7:00PM Eastern. I was advised that it simply didn't matter that we were told we could add unlimited data after the turn of March, that it still wouldn't apply until April.

While admitting that it was possible to either apply a credit to our account or to immediately apply the unlimited data package, I was told that it simply would not happen.

I was also advised that we managed to use more than our 300GB limit in less than three (3) days. This is going to lead to what can only be described as an outrageously ridiculous bill by the end of the month due to Comcast's metering pricing.

Whoever is allowing monopolistic ISPs to engage in what can only be described as USERY should be forced to explain to the American public why regulations protecting us from such actions aren't already in place and how they plan to hold companies accountable for these draconian business practices.

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**Ticket: # 458793 - Peering - Open Internet**

**Date:** 8/10/2015 1:37:01 PM

**City/State/Zip:** Mount Vernon, Ohio 43050

**Company Complaining About:** Time Warner

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## **Description**

Peering costs nothing – in fact it saves money and improves quality at the same time by avoiding costly transit IP circuits. (b) (6) has an open peering policy and is present on many major peering exchanges in the US and Europe. Unfortunately, some ISP's have become so large and/or enjoy a monopoly that they now charge other networks to connect to their (paying) subscribers.

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[Ticket: # 459177 - Blocking of port 80 for my services.](#)

**Date:** 8/10/2015 3:24:29 PM

**City/State/Zip:** Bethel Heights, Arkansas 72764

**Company Complaining About:** Cox

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## **Description**

I am trying to start work from home on a vpn network and my cable provider instructed me that they blocked my port 80 and there is no way to unblock it. I spoke with the company i am working for kelly connect and they said it is an unlawful act to tell me that they cannot open port 80 and to file a complaint with the fcc.

---

[Ticket: # 459262 - Spam from March of Dimes](#)

**Date:** 8/10/2015 3:50:34 PM

**City/State/Zip:** Drexel Hill, Pennsylvania 19026

**Company Complaining About:** Rcn

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## **Description**

I have attempted multiple times to have my email removed from the March Of Dimes' email system. They do not have an unsubscribe button and require a user to send them an email to do so. I have done this 5 times during the past year with no response or removal.

---

**Ticket: # 459903 - DSL**

**Date:** 8/10/2015 7:30:48 PM

**City/State/Zip:** Tehachapi, California 93561

**Company Complaining About:** AT&T

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## **Description**

I currently have ATT phone service and DSL. I want to switch ATT DSL only or "Dryloop DSL". ATT will not let me do this. If I get n my number ported, they will shut off my service including DSL. They will not hook up DSL alone saying this area is too busy and they can't give anymore DSL. I called as a new customer and asked about phone and DSL together. ATT said they can hook this up right away. This proves they are not truthful about just DSL. ATT is forcing me to keep their phone seervice.

---

**Ticket: # 460071 - Comcast/Xfinity blocking HBOGO on Sony Playstation 4**

**Date:** 8/10/2015 8:49:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity does not allow HBOGO users to access HBOGO through the Sony Playstation 4 game console. There are dozens of other internet/TV providers that allow HBOGO streaming through the Playstation 4, but Comcast/Xfinity does not. They are restricting my services and it should not be allowed.

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[Ticket: # 460257 - net neutrality violation](#)

**Date:** 8/10/2015 11:09:21 PM

**City/State/Zip:** Long Beach, Mississippi 39560

**Company Complaining About:** Cable One

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## **Description**

I have Cable one Internet and for at least the past four years ViaCom has blocked all ip addresses from Cable-One residential customers. They are or have been attempting to force Cable one to pay fees to broadcast their shows. I do not have Cable-One Tv; just Internet yet I am not allowed access to view some of my past favorite websites. I thought net neutrality made this against the law.

---

**Ticket: # 460371 - Isp**

**Date:** 8/11/2015 7:08:38 AM

**City/State/Zip:** Kerman, California 93630

**Company Complaining About:** Comcast

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### **Description**

Over charges, channel line up not on my service , unwanted broadcast, bill details not explained to me when I call customer care they always redirect call, don't honor their customer guarantee.

---

**Ticket: # 460501 - Inconsistency of Service - Unfair Throttling**

**Date:** 8/11/2015 9:57:03 AM

**City/State/Zip:** Lafayette, Louisiana 70508

**Company Complaining About:** AT&T

---

**Description**

I am using a particular app to download podcasts of the same show in varying formats : video and audio.

Audio episodes download in quite quickly, at rates exceeding 10Mb/s.

Video episodes move so slow that they eventually fail the download.

I can download an audio episode, fail a video episode and download another audio episode in a span of 5 minutes - a span short enough to believe that network congestion is at least constant. From numerous tests/tries, it appears that AT&T is treating the 0s and 1s of audio different from 0s and 1s of video. (Speeds within the app while on a fiber-fed wifi signal are consistent for both audio and video, which suggests the source is not cause, but the network favoring bits).

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**Ticket: # 461139 - SPAM**

**Date:** 8/11/2015 1:06:22 PM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Verizon

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**Description**

SPAMMER USING MY EMAIL ADDRESS & NAME AS "SENDER." I HAVE UNSUBSCRIBED TO NO AVAIL. THE NAME AT THE BOTTOM OF THE PAGE IS BOGUS. I HAVE TRIED EVERYTHING BUT THE EMAILS (USING ME AS SENDER) CONTINUES. CAN YOU HELP ME WITH THIS? I'M AFRAID THERE IS A BREACH IN MY PERSONAL INFORMATION.

---

**Ticket: # 461315 - HBO Go on Playstation 3**

**Date:** 8/11/2015 1:58:17 PM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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### **Description**

I'm trying to activate my PS3 and was unable to, after doing some research I discovered that Xfinity doesn't allow users to access the HBO Go app on their Sony devices. I'm just voicing my concern and would like to point out that one of the big reasons my family switched to Xfinity was to have access to HBO on our various devices, and unfortunately we are unable to do that. I've seen on several sites that others are having the same issues and that it really is ridiculous that my family forks over so much money and yet we are unable to enjoy the content we pay for in the manner we would prefer. Please make an effort to force Comcast to discontinue this discrimination based on corporate politics and simply allow their users to enjoy the content they pay for.

---

[Ticket: # 461628 - Windows 10 blocks competitors web sites](#)

**Date:** 8/11/2015 3:26:44 PM

**City/State/Zip:** Hillsboro, Oregon 97124

**Company Complaining About:** Frontier Communications

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## **Description**

Microsoft's new Windows 10 had blocked access to their competitors web sites.

One can no longer access "www.cnn.com or www.google.com". Page comes back, "Page cannot be displayed". They have also blocked using a different search engine. I do believe this is illegal.

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**Ticket: # 461864 - Internet Usage Caps**

**Date:** 8/11/2015 4:30:06 PM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** Comcast

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## **Description**

Comcast having 300 GB residential Internet caps is a disgrace to business. It discourages people from using businesses online that utilize large portions of data. If they have infrastructure to offer ultra high speed Internet (2 gbps) with unlimited usage then their infrastructure can surely handle an unlimited amount of bandwidth from residential users using much slower speeds. It's extortion, and it discourages growth business in sectors mentioned before. Also with the emergence of higher resolutions and increases in computing power, computer files of all types are growing exponentially decreasing the value of a GB every day. 300 GB caps in the early 2000s were reasonable, not in 2015. What a joke.

---

**Ticket: # 462093 - HBOgo on PS3 with Comcast**

**Date:** 8/11/2015 5:39:46 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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### **Description**

Comcast has blocked a legal app, HBOgo, on the PS3 platform. I believe under the new FCC laws, this is illegal. Any information proved would be helpful. Thank you.

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[Ticket: # 462153 - brighthouse not repairing internet](#)

**Date:** 8/11/2015 5:58:14 PM

**City/State/Zip:** Tampa, Florida 33673

**Company Complaining About:** Bright House

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## **Description**

repeat call for technician..serv

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**Ticket: # 462396 - A Request For Open Internet Access**

**Date:** 8/11/2015 7:35:40 PM

**City/State/Zip:** Bangor, Maine 04401

**Company Complaining About:** Time Warner

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## **Description**

I am a TWC customer and am requesting that they open internet access and peer with (b) (6). We have always had live streaming video access to the website: sundiegolive.com up until recently and to my understanding do to a complaint between TWC and the website provider we the consumer have lost our open internet access to the live streaming to this website now. Would you please see that we are allowed open streaming access to this site that we are paying for the service to access through TWC but are not allowed to because of this dispute.

The telephone listed on our TWC account is (b) (6) which is my wife's.

My phone number is (b) (6)

Thank You for your time.

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[Ticket: # 462489 - No internet service](#)

**Date:** 8/11/2015 8:07:12 PM

**City/State/Zip:** Sanford, Florida 32771

**Company Complaining About:** AT&T

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## **Description**

My daughter, (b) (6), DSL internet service has been out more than a week. AT & T, continue to tell us that it is a network outage and each day we are told it would be fixed. We have tried to get a contact number or email address so we can speak to someone other than the people we have been talking to. My complaint is that it's been more than a week without internet service, and I believe if it was a rich area we wouldn't have this problem, and someone will give us a straight answer.

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[Ticket: # 462628 - Internet throttling](#)

**Date:** 8/11/2015 9:16:14 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

For the last day when I have been trying to run netflix my internet is slowing down a lot. I pay for 50mbps internet connection through comcast and it's being slowed to 15mbps or slower. I'm speed testing when the stream is stopped but it's still causing issues with regular internet activities.

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**Ticket: # 462830 - DirecTV, AT&T, and claims against competing internet providers**

**Date:** 8/12/2015 12:25:21 AM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Directv

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## **Description**

The situation is this: a couple years ago, the board of our building signed an agreement with DirecTV to provide cable television at what was, at the time, a competitive rate for an expanded package.

Prior to DirecTV, we had a different cable TV provider, and we were able to choose ANY internet provider that we so choose. DirecTV does not provide cable internet.

Ever since we have had DirecTV in our building, DirecTV claims that it's "impossible" for us to have any other cable internet provide cable internet service over the same lines as their cable TV service, that it will "disrupt" and "slow down" our TV service. (How other companies managed this feat in the years proceeding DirecTV seems to be a great mystery to DirecTV.)

Regarding our building: it was built around 1969-70 and I would say that not a great deal of updated wiring has gone on, but at some point, the building got wired for cable TV and cable internet.

Several months ago, DirecTV came to wire our building for HDTV service. This was a very extensive project, not going through the original wires, but rather a project of installing entirely new wiring throughout the building. This meant they ran cables down interior common hallways (which then had to be covered up - not attractive) and drilled a hole from the common hallway through to one of our unit's rooms.

In my case, this meant my dining room/great room - which now has an HDTV jack installed next to the ceiling. I can't honestly see the point of this location of the jack and would hate to think how unattractive it would be to run wiring from this near-the-ceiling location to my TV, if I actually had a recent-model HDTV-enabled TV.

It would have made sense if this new wiring installation meant that ALL DirecTV services would run over this new wiring. It would seem as if that would improve performance for any and all DirecTV subscribers, HDTV or no. But non-HDTV subscribers still use the original jacks for cable TV.

DirecTV still claims that we can't possibly have cable internet providers BUT we can have DSL internet. Come on - this is 2015! And the wiring in our building is old enough that our DSL service caps out somewhere around 6 Mbps. (I ping my internet connection regularly, it's not often that I'm receiving over 2 Mbps. So we have been living with this poor level of internet for a few years now.)

Now, it should be absolutely no surprise that DirecTV steers customers towards their new partner, AT&T. I am an AT&T customer for DSL only because the other choice we have for DSL service in our building may have the world's lousiest customer service for an internet provider that I have ever encountered. However, as I have mentioned, even AT&T's "Uverse" service is no match for the wiring in our building, and we get spotty service as a result.

Let's put it in simplest terms: I have a smart phone that is a couple of years old. Even when I'm only getting 1 or 2 bars, I'm still usually getting way faster service on my phone than I'm getting from DSL internet in our building.

My two complaints:

1. It feels like DirecTV is directly violating the FCC's Open Internet rulings (per <https://www.fcc.gov/openinternet> and [https://apps.fcc.gov/edocs\\_public/attachmatch/FCC-15-24A1.pdf](https://apps.fcc.gov/edocs_public/attachmatch/FCC-15-24A1.pdf)) by denying access to other cable internet providers, which may or may not be directly related to their partnership with AT&T.

2. Related: AT&T is price-gouging customers on new internet service because they no longer offer customers the option to BUY their modem equipment when opening a new account. Customers may only rent equipment (at several dollars per month), which in the life of the average account will likely exceed - or greatly exceed - the actual cost of the modem. (A quick Google search shows that modem/routers may be purchased for as little as \$70.)

Please advise on this. In 2015, in today's internet-heavy society, people should not have to settle for crappy, single-digit Mbps DSL-quality cable service; they should be able to have cable internet -- especially if their building is already wired for it, and they have previously received said service.

I need to confirm that DirecTV saying that other cable internet providers are "impossible" to co-exist with their service is untrue and in violation of the Open Internet rulings, so that I can take this information to our building's board and they can directly address DirecTV with this issue.

Regards,

(b) (6)  
Chicago IL 60660

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**Ticket: # 462783 - Complaint**

**Date:** 8/11/2015 11:20:12 PM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** AT&T

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## **Description**

I been having this problem for days. First, it shows on the bottom of the screen where the question mark a yellow line then it shows red line. My next door neighbor that is a VET and I went to the place I purchased it. When we brought the computer in it showed the stupid thing again. We call AT&T and told them about the problem they seem like they don't care. Is there anyway you can solve this problem or do I have to go in person to tell my attorney. You know attorneys do not play games.

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**Ticket: # 463691 - Possible Throttling**

**Date:** 8/12/2015 1:16:01 PM

**City/State/Zip:** Fort Stockton, Texas 79735

**Company Complaining About:** Tds

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## **Description**

My internet comes from TDS telecom services, and is advertised at 15 MBPS. I am realistic and understand that I will not receive that full number all the time, but in the year I've been using it, it has reached 13MBPS ONCE. I routinely get less than 2MPS download, and during primetime hours (5-10 PM), I never see anything higher than 2.5. If we use two devices at once, we limit ourselves to one internet application per device. When a second device is connected and used, my internet download speeds plummet to nothing at all. Speedtest will be attached below. It's a recurring problem. We've had techs out to our house, complained, and I've personally spent at least 20-30 hours on the phone with tech support overall. No offer of financial compensation has been offered for downtimes, or our unusable service. We live in a historic building, so connecting a new line is a tedious proposition at best. Will be switching to AT&T Uverse as soon as possible.

Attachment below is typical of our service during primetime hours if both devices are running at once. Speedtest was taken while Netflix and an online game (Rift) were running. Data monitoring says that neither of these applications exceed 4.5 MBPS when used together.

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**Ticket: # 465067 - Comcast internet and cable**

**Date:** 8/12/2015 8:06:17 PM

**City/State/Zip:** Vineland, New Jersey 08361

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only service provider that offers "high speed internet" in my area. I received an offer from DirecTV that offered a much cheaper rate for Television but since Comcast is the only service provider that offers internet in my area, I have to stay with their internet.

I have thought of doing this before but Comcast unfairly controls Comcast Sportsnet which is required if you want to watch local sports. This is a separate issue but sports fans are forced to have Comcast if they wish to watch local sports. In other words if I want to watch my local major sports teams my only option is to purchase Comcast Cable.

I called Comcast and spoke with a representative and advised her I would have to switch Television services if they could not offer a more reasonable rate. The representative advised me they could offer me a package that would increase my current channel listing, (I currently have basic cable which does not allow me to watch sports and offers a very limited channel selection) and that would compete with DirecTV. The representative transferred me to another representative and he advised me that the rate they had just told me minutes prior was not valid.

I then advised them I would like to drop their TV service and only have internet. The representative stated that doing this would increase my bill to over \$100 a month for just internet. Comcast understands that they are the only internet service provider in my area so they can charge whatever they wish for internet. Years ago I paid much less money for better service than I have now. They have drastically increased their prices over the years but the big problem is that they are forcing customers to use their cable service for people who do not want it.

If another broadband company was available in my area I would certainly switch to them but Comcast understands this option is not available so they can charge whatever they like.

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**Ticket: # 465953 - Armstrong Cable Data Cap's**

**Date:** 8/13/2015 11:49:39 AM

**City/State/Zip:** Rising Sun, Maryland 21911

**Company Complaining About:** Armstrong Cable

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## **Description**

Armstrong cable has implemented since last year an ironically named "open internet policy" that punishes users for using high bandwidth legal streaming services such as Netflix. They have placed low caps, as low as 150Gigabytes, for my basic service plan which is used up quickly by streaming audio and video. After that they charge me 10 dollars per 50 gigabytes per month. My 60 dollar internet only plan some months costs me over 100 dollars because I have to download updates for my Playstation 4, along with legal streaming products like Netflix, Youtube, Pandora, and Amazon video. This is ridiculous and violates the open internet requirements set forth by the FCC. Please force them to stop this practice! It's a matter of greed, nothing more. When I complained to Armstrong about the policy they told me that it's now common practice and all the other cable companies are doing it.... Sounds like something my 12 year old would say. Ridiculous! I live in Cecil County Maryland. There are no competitors to Armstrong. No other internet service providers service (cable/DSL/Fiber) my area so I don't even have a choice to switch to another ISP.

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**Ticket: # 467427 - Overcharging**

**Date:** 8/13/2015 7:05:10 PM

**City/State/Zip:** Brooklyn, New York 11219

**Company Complaining About:** Cablevision Optimum

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## **Description**

As a Cablevision optimum customer, I am currently paying double what the triple play package is. Currently in my area there is no competition that provides internet broadband as defined by the FCC as 25mbs or higher.

I would like to cancel my tv coverage as I don't want any, but cannot as the company will then raise the cost of my internet and phone. In addition, I was getting below advertised rates of 25mbs, so I now pay even more for better service.

In summation, due to lack of competition, I am paying double current advertised rates and will be penalized by Cablevision if I disconnect tv service.

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[Ticket: # 467596 - perposefull interruption of my service](#)

**Date:** 8/13/2015 8:37:45 PM

**City/State/Zip:** Charlotte, North Carolina 28277-1614

**Company Complaining About:** AT&T

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## **Description**

Our internet connection was interrupted because we did not respond to one of many solicitations for changing our current high speed internet service to U Verse. We have been solicited for over a year. About six months ago we finally agreed to upgrade , and then after we scheduled a serviceman to come out and make the change, AT&T called us and cancelled the service call because they did not offer that service in our area. This after soliciting us for at least six months. So today, they turned off our service . It has taken us four telephone calls to get this rectified. They had no business discontinuing our internet because we hadn't responded to their solicitations

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**Ticket: # 469543 - wells farfo bank of 8423 ridge rd,new port richy,fl,34653**

**Date:** 8/14/2015 5:38:52 PM

**City/State/Zip:** New Port Richey, Florida 34653

**Company Complaining About:** Bright House

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## **Description**

My Annual income is (b) (6) There has already been a Major Problem with This Banker (b) (6) (b) (6) ) and Store Manager (b) (6) ). On August 3rd, 2015 I entered that Bank to Open up Direct Deposit Account, it appears that towards the end of which it took the Banker 45 minutes after a Deposit of (b) (6) she then ask me to enter a user name and password for my Online Banking. She then gave me wrong information , she showed me my user name would be (b) (6) and what ever password i Deceided on. This is not the user name i entered. Said I would receive a call from her to see how things were going after i logged on. Few Days later I access online banking ( ask for user name) and password. I received an email 7 Times about reset password, one out of seven ask me to enter my code after i read the email. This caused me to have to go to my e-mail and then come back to my online banking to begin the process of how their website is set up. I called 3 Times, even wanted to activate my new ATM card I received today. They have messed it up to, he told me over the phone to just keep using the one the store Manager presented, the banker she suggested the instant Blue card from Wells since I am a Student at PHSC. Now they are making me feel like Dirt, trying to Rub mud into my face. They should contiune to honor their Services, to PHSC Students. I am Probably one of the most knowledgeable Students you have ever met, my parents are deceased and my children have moved away, my husband ex doesnt kno what hes doing . I am by my self now, and have to carry on if I wasnt the Brightest member of this Family we might be headed for a Disaster.

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**Ticket: # 469706 - Verizon Wireless - Additional Tethering Charges on LTE**

**Date:** 8/14/2015 6:41:23 PM

**City/State/Zip:** Phoenix, Arizona 85048

**Company Complaining About:** Verizon Wireless

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## **Description**

I used to be able to tether my laptop to my Android phone through Verizon Wireless LTE. I recently upgraded my phone to an Iphone and am now being told by Verizon I have to pay for tethering. I find it hard to believe that there aren't any apps for this in the Apple Appstore but I can't find any and can't figure out any other way to get tethering back without paying additional fees to Verizon. Please take a look at this as I don't believe I'm the only one experiencing this.

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[Ticket: # 470202 - Data cap and overage charge](#)

**Date:** 8/15/2015 1:27:34 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

I have a family of 5 and live in canton Georgia. Only Internet option for my area was Comcast. I was sold an "unlimited data package ". And am now at the 15th of the month getting messages that I have used 90%of my data plan and will be charged 10 dollars for every 50 go over 300 I use. Then find out that only customers in certain cities are charged this as in all other cities it is still unlimited. How is this legal. This is false advertising!

---

**Ticket: # 470428 - Keeping Your Email Address When Changing Service Providers**

**Date:** 8/15/2015 12:15:01 PM

**City/State/Zip:** Marina, California 93933

**Company Complaining About:** All Of The Service Providers

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## **Description**

I want to change internet service providers. My own and my family members' email addresses will be terminated at the time of the switch or shortly after. These email addresses are used by friends and numerous businesses we deal with.

There are rules that allow portability of telephone numbers. I would like to see rules put in place that, at a minimum, require forwarding of emails to new service providers for one year after account closure, allowing the consumer uninterrupted service during a transition period and time to update friends and businesses with the new address.

Thank you for your consideration.

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**Ticket: # 470672 - ATT Net Neutrality Violation: Throttling Netflix**

**Date:** 8/15/2015 3:18:04 PM

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** AT&T

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## **Description**

Unavailable or poor service from ATT DSL to Netflix service.

Suspiciously, works fine while connected to VPN via my employer (b) (6).

Service tests show bandwidth as between 25 and 30 mb/s. Service to my subscribed service seems to be purposefully demoted or blocked in priority.

Tunneling via VPN immediately restores services at expected quality.

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**Ticket: # 471300 - Usage cap.**

**Date:** 8/16/2015 12:58:33 PM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Comcast

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## **Description**

I live in a test city and I'm being unfairly singled out by have a limit on my internet usage. If I use over 300GB a month I get charged an additional \$10 for 50GB. I would understand paying extra if this was a product that was made on a assembly line and has to be churned out at a higher rate when demand is high. But from what I understand that process is not needed for me to use the Internet. I understand paying a provider to be connected to the Internet but once that is done and I'm not calling customer support or going into a office to get a product, what the extra fee is for? I pay for a certain speed of Internet and my speed is never the stated speed but yet there is nothing I can do about that. But if I pay more for a higher speed I can use it to my hearts content with no restrictions? That makes no sense to me. That sounds like if you are a customer who pays for a "fast lane" you are not bound by restrictions unlike the rest of us who want a open Internet who can not afford to pay to be a premium customer.

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[Ticket: # 471505 - Comcast Xfinity](#)

**Date:** 8/16/2015 4:57:59 PM

**City/State/Zip:** Knoxville, Tennessee 37922

**Company Complaining About:** Comcast

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### **Description**

Comcast Xfinity has a data plan on internet usage. Not sure this is legal and I feel like they are overcharging. They have never supplied me with a break down of what is using data and can not explain it to me on the phone. NO other cable company has ever charged me for data usage on HOME internet.

---

**Ticket: # 471516 - Easyviewtv.com a very illegal company that is selling pirating devices**

**Date:** 8/16/2015 5:20:26 PM

**City/State/Zip:** Burke, Virginia 22015

**Company Complaining About:** Verizon

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### **Description**

these people are selling a box to older people that is pirating movies and tv show. They say that t is legal but upon further investigation it is a torrent search . Please go to there website [easyviewtv.com](http://easyviewtv.com) buy a device and shut them down for piracy the ar selling them for 399 a piece

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[Ticket: # 472026 - Comcast Data Cap](#)

**Date:** 8/17/2015 10:32:52 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a limit on how much data we are able to use. If we go over 300gb we are charged \$10 for every 50gb's used. I believe this is an infringement on the basic principles of the internet. Comcast is also creating a monopoly in the Atlanta area due to it being the only ISP that reaches much of the Atlanta area.

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**Ticket: # 472199 - Spam emails and phone calls****Date:** 8/17/2015 11:20:13 AM**City/State/Zip:** Greenbelt, Maryland 20770**Company Complaining About:** Comcast

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**Description**

I am receiving spam emails and phone calls on my Iphone and on my computer. The latest was from (b) (6) When I answer they ask if I am and give a name that is not mine. When I say no they go on to say they can help me or use my help with something. I am just hanging up on them now. The emails do not give a usable address so I just send them to spam. I have put my number on the DO NOT CALL list both for my cell and my home phone but it doesn't seem to help. At home the biggest problem is a robo call that says it is about my credit card or that I have won a cruise. My other issue is with Comcast. They have messed up my email account and I have spent hours on the computer and phone and have been unable to solve the problem. I can not get Comcast email on my Iphone and Ipad now and have to go thru another link to receive it. My husband died 20 years ago and they are still using his name as the primary on the account. Now all my email is going out in his name. I took them a death certificate when he died and they still won't take his name off. I do not have access to a new copy now and furthermore I don't think I should have to get one. Most of the 'people' I talked to on their website or on the phone were either unable to help or didn't speak enough English to be able to understand my problem and help. I went to their local 'store' and no one there was able to help and or had no idea what I was talking about. I want to cancel my Comcast account and go with another company by the say it would cost me \$250 to get out of my contract. I am a widow on a fixed income and that would definitely be a hardship for me.

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**Ticket: # 473206 - Comcast Data Cap**

**Date:** 8/17/2015 4:08:33 PM

**City/State/Zip:** Hinesville, Georgia 31313

**Company Complaining About:** Comcast

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### **Description**

The enforcement of data overage fees by Comcast in my area has cause my bill to inflate to double it's usual price. As a single father who works full time, my money is being drained by an arbitrary amount given to regulate data usage. It's restricting how I access Internet which shouldn't be restricted at all.

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[Ticket: # 472797 - Internet](#)

**Date:** 8/17/2015 2:21:56 PM

**City/State/Zip:** Irvington, New Jersey 07111

**Company Complaining About:** T Mobile

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## **Description**

The internet connection is slow

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[Ticket: # 472823 - Internet](#)

**Date:** 8/17/2015 2:30:18 PM

**City/State/Zip:** Irvington, New Jersey 07111

**Company Complaining About:** Comcast

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## Description

(b) (6) tagged me on Facebook, I do not know how to remove it.

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**Ticket: # 472955 - SuddenLink Data Cap**

**Date:** 8/17/2015 3:04:38 PM

**City/State/Zip:** College Station, Texas 77845

**Company Complaining About:** Sudden Link

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## **Description**

They are putting a cap on the amount of data I use. They are also the only internet service provider in the area.

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[Ticket: # 473172 - Knology/WOW is interrupting/MITMing connections.](#)

**Date:** 8/17/2015 3:58:53 PM

**City/State/Zip:** Madison, Alabama 35758

**Company Complaining About:** Wideopenwest

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## **Description**

Knology is man-in-the-middle internet requests to show "maintenance" pages.

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[Ticket: # 473324 - Bandwidth limitations](#)

**Date:** 8/17/2015 4:44:42 PM

**City/State/Zip:** Willis, Texas 77378

**Company Complaining About:** Sudden Link

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## **Description**

When signing up for the service there was not indication of a bandwidth limit. I even asked the customer service rep at the local office directly and she said there was not one. After activating the service and going into your account properties are you then provided the status of your bandwidth usage and monthly quota. This is a quota that was never agreed upon with establishing the service account.

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**Ticket: # 473335 - Internet**

**Date:** 8/17/2015 4:48:40 PM

**City/State/Zip:** Jackson, Mississippi 39211

**Company Complaining About:** Comcast

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## **Description**

Internet speeds peak since 5/2014 has been 28.83 Mbps. Wrong modem installed 5/2014, due to, wrong modem guaranteed speeds were unattainable. Proper modem installed 6/2015, 2nd of three technicians also detected that main cable service line was not buried properly and exposed. Since new cable line and per tech, proper cable modem installed, speeds are still no faster than 28 Mbps. I am paying for the "blast/extreme 105 package" and have never come close to experiencing that speed. At this time, I am demanding that restitution/reimbursement be afforded, due to the obvious incompetence, and negligence displayed by Comcasts technicians, they should have known that they installed the wrong modem, and that the main service/cable line should be buried, not run over the top of 3 tree roots leaving it exposed to heat, water, and fraying due to extended/prolonged contact against such a rough surface. I was being charged for services and equipment that were not working/improper/installed in a negligible manner. I am pretty sure this qualifies as a service issue and qualifies for immediate action in the form of proper reimbursement.

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**Ticket: # 473450 - Comcast Internet Data Caps**

**Date:** 8/17/2015 5:17:10 PM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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**Description**

Comcast is limiting residential customers to 300GB of usage per month, after which an overlimit fee of \$10 per 50GB applies. I find this unreasonable since it's purely for the purposes of limiting our use of competing online television providers like Netflix, HULU and Amazon. Furthermore this cap is only applied in select markets, not nationwide. They term it a 'Trial' that has now been running for almost 3 years.

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[Ticket: # 473777 - Data Limit](#)

**Date:** 8/17/2015 7:13:23 PM

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

**Company Complaining About:** Comcast

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## **Description**

It is ridiculous and unrealistic for a modern ISP to impose Data Limits on their Internet service. The baseline amounts of Data used will only increase, and increase rapidly with time. Please impose common carrier regulations that forbid Data limits. They are cheap cash grabs.

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**Ticket: # 473832 - Speeds will be at 3mbs until Video is loaded and then drop**

**Date:** 8/17/2015 7:39:54 PM

**City/State/Zip:** Hastings, Michigan 49058

**Company Complaining About:** Exede

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## **Description**

upon using the internet, I can free look at web pages but when I try to view video the internet cuts out and video won't load. I can watch bandwidth through my router. Exede developed this technology prior to open internet to block video and media and it appears is currently using it.

---

**Ticket: # 474071 - Unlimited Data forced to 3G to Limit Usage**

**Date:** 8/17/2015 9:16:41 PM

**City/State/Zip:** Euless, Texas 76039

**Company Complaining About:** Verizon Wireless

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## **Description**

I typically use about 500 MB per month of data (this month is 215 MB) so I don't abuse the unlimited data. Recently only my phone (of the 4 on my plan) will only go into 3G. Switched my phone to a prior phone, still forced to 3G. Had VZW support assist. They had me run safe mode and then factory reset it wiping all data and it's still forced to 3G. This issue has been going on for over a month. As of 8/17/15 they escalated to their internal network group. I'm being charged \$25 a month effectively for 300MB of data. Very expensive and not what I agreed to when I signed up in 2006. Reading other forums around the US motivated me to speak up.

---

**Ticket: # 474100 - Limitations of Lawful Content**

**Date:** 8/17/2015 9:44:11 PM

**City/State/Zip:** Temperance, Michigan 48182

**Company Complaining About:** Buckeye Cablevision

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**Description**

Section 1.3 of

[http://www.buckeyecablesystem.com/downloads/BCS\\_docs/BuckeyeResidentialServicesAgreement.pdf](http://www.buckeyecablesystem.com/downloads/BCS_docs/BuckeyeResidentialServicesAgreement.pdf):

"No residential subscriber may run a server in connection with the Buckeye Service without specific written authorization from Buckeye. Consent shall not be unreasonably withheld. Examples of prohibited uses of a Subscriber server include, but are not limited to, running servers for mail, http, ftp, irc, and dhcp, and multi-user interactive forums."

In compliance with open internet a provider may not limit the availability of lawful content in any way. Customers should not have to get written permission to share lawful information to other users on the internet.

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**Ticket: # 474101 - Limitations of Lawful Content****Date:** 8/17/2015 9:46:26 PM**City/State/Zip:** Temperance, Michigan 48182**Company Complaining About:** Buckeye Cablesystem

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**Description**

Page 5 of No residential subscriber may run a server in connection with the Buckeye Service without specific

written authorization from Buckeye. Consent shall not be unreasonably withheld. Examples of prohibited uses of a Subscriber server include, but are not limited to, running servers for mail, http, ftp, irc, and dhcp, and multi-user interactive forums. titled "Limitations on Bandwidth, Data Storage, and Other Service Parameters":

"No residential subscriber may run a server in connection with the Buckeye Service without specific written authorization from Buckeye. Consent shall not be unreasonably withheld. Examples of prohibited uses of a Subscriber server include, but are not limited to, running servers for mail, http, ftp, irc, and dhcp, and multi-user interactive forums."

In compliance with open internet a provider may not limit the availability of lawful content in any way. Customers should not have to get written permission to share lawful information to other users on the internet.

---

[Ticket: # 474212 - comcast's arbitrary and impossible to defend limit on internet usage](#)

**Date:** 8/17/2015 11:32:40 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

Comcast has no basis for over charging customers who use their service the most. That's like over charging people for watching TV for longer periods of time.

Please see this article: (b) (6)

Their own company ADMITS it's bogus!!!

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[Ticket: # 474253 - internet](#)

**Date:** 8/18/2015 12:17:21 AM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Comcast

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## **Description**

I would love to have more companies providing internet in my area. Right now the options are CenturyLink and Comcast. I have Comcast and they are terrible and I tried to work with CenturyLink at work and they were terrible. We need net neutrality and I have read that Comcast is doing a lot of shady deals that hurt consumers.

---

**Ticket: # 474362 - INTERNET USAGE CAP**

**Date:** 8/18/2015 7:56:54 AM

**City/State/Zip:** Marietta, Georgia 30008

**Company Complaining About:** Comcast

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## **Description**

I was never informed while signing up for service that they imposed a cap on Internet usage.

As a TV streamer for services like Netflix and Hulu , Flex-work from home in Atlanta's heavy traffic population, VoIP user, and avid gamer I told the representative that. How can they sell me service without disclosing a limit that clearly I would reach?

This practice of metering and limiting Internet service for HOME Internet service via WIRE is unconstitutional, as well as their bait and switch tactics of advertising and selling their services.

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**Ticket: # 474381 - Strict Data Caps**

**Date:** 8/18/2015 8:43:07 AM

**City/State/Zip:** Mayslick, Kentucky 41055

**Company Complaining About:** Cablevision

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## **Description**

A few months ago our only major local ISP, Limestone Cablevision, added data usage caps to their plans. In today's modern family, internet usage has become a needed commodity for many aspects of life such as career, education, and leisure. With our current plan our cap is at 250 GB, and with a large family under one roof, we regularly go over it without excessive personal download.

---

**Ticket: # 474677 - Viacom Blocking CableOne Internet Customers From Watching Online Content Even If They Have Another Pay TV Provider**

**Date:** 8/18/2015 11:21:57 AM

**City/State/Zip:** Miami, Oklahoma 74354

**Company Complaining About:** Cable One

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**Description**

I have been a DirecTV customer for 8 years and have paid for Viacom channels the entire time. There are limited internet options where I live. Only one is really good and that is Cable One. While I pay Viacom through DirecTV, Viacom has blocked me from viewing their online content simply because they dont have an agreement with CableOne. As a Viacom paying customer, I do not understand how it is fair for them to punish me for what I already pay for when they give it away for free to people who have another internet service provider and dont actually pay for their TV subscription. Why is it viewable to non-paying customers and not to me an actual paying customer. If Viacom wants to play hardball with someone who dont want to pay for their TV services, then allow the rest of us to login through our real TV provider so we can prove we already pay for their content. That would be the only fair way to do it. Then if you only have CableOne and you dont have a login, you couldnt watch their shows. I am guessing they would have alot of people complaining that were not paying a provider for their shows. Lets not upset the non paying members by any means. This is ridiculous and out of line.

If you need pictures of the error from Viacom's sites, let me know and I will be happy to get some tonight and send them in.

---

**Ticket: # 476594 - ISP Shut down my service to sell another ISP**

**Date:** 8/18/2015 9:21:06 PM

**City/State/Zip:** Orem, Utah 84057

**Company Complaining About:** Clear/sprint

---

### **Description**

ON 8/18/15 FROM 3 TO 7 PM MY CLEAR ISP SERVICE WAS INTERRUPTED. MY MODEM IS IN A DIFFERENT PART OF MY HOME. I AM DISABLED. WHEN I GOT TO THE MODEM I UNPLUGGED IT FOR ABOUT 15 MINUTES BECAUSE THEY ALWAYS TELL ME TO DO THAT WHEN I CALL. WHEN THAT DID NOT RESOLVE THE PROBLEM I CALLED CLEAR AND I PROCEEDED TO GET A HARD SELL TO SWITCH TO SPRINT WHO IS BUYING CLEAR. I FINALLY THREATENED REPORTING THEM TO THE FCC AND MY CONNECTION WAS MAGICALLY RESTORED.

---

**Ticket: # 477768 - PLENTY OF FISH DATING SITE**

**Date:** 8/19/2015 1:28:07 PM

**City/State/Zip:** Belleville, New Jersey 07109

**Company Complaining About:** Plenty Of Fish

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### **Description**

HELLO,

I RECENTLY SIGNED UP TO PLENTY OF FISH,WHICH IS A FREE DATING WEBSITE.IT'S BEEN HARD FOR ME TO MEET WOMEN OUTSIDE DUE TO MY ONLINE CLOTHING BUSINESS I OPERATE THROUGH OUT THE DAY.THEY HAVE DELETED MY ACCOUNT WITHOUT REASONABLE EXPLANATION,THIS IS NOT THE FIRST TIME IT HAS HAPPENED.I DO NOT DISCRIMINATE AGAINST ANYONE BY ANY MEANS,I'M A FRIENDLY RESPECTABLE PERSON.UNFORTUNATELY THIS COMPANY HAS NOT LOOKED INTO ISSUES AS TO WHY MY ACCOUNT HAS BEEN DELETED.

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**Ticket: # 478134 - "Security Violation"**

**Date:** 8/19/2015 3:17:35 PM

**City/State/Zip:** Bala Cynwyd, Pennsylvania 19004

**Company Complaining About:** Comcast

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## **Description**

While checking competitive political spending on a public file, the computer froze, and when I restarted the site, it gave me the warning message:

Security Violation

INCIDENT ID: 610325627449

Your request looked malicious and has been blocked.

You can use your browser's Back button to return to the previous page.

If you have questions, please contact the FCC at 1-888-225-5322.

If you think that you have reached this page due to an error on our part, please let us know.

---

**Ticket: # 478874 - Gaiam TV (<http://www.gaiamtv.com/>)**

**Date:** 8/19/2015 7:10:41 PM

**City/State/Zip:** Edmonton, Alaska 22222

**Company Complaining About:** Telus

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## **Description**

The release of information regarding a global conspiracy is made available on this site but it can only be accessed and shared through a paid account. Information that should be readily available to all of humanity should be shared freely and Gaiam TV refuses to address this when contacted. They would not provide information about this issue. I feel that this should be looked at if it could potentially cause global panic. The number I called was (b) (6); I spoke to (b) (6) but she would not give me a last name or pass me along to a manager or administrator about my concerns.

Also, I am in Canada but this site is US so I am reporting here. My State is not correct - this should be Alberta, and postal code is T5B 2A4

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**Ticket: # 479106 - Service not being supplied as ordered.**

**Date:** 8/19/2015 9:15:43 PM

**City/State/Zip:** Charlotte, North Carolina 28227

**Company Complaining About:** AT&T

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## **Description**

On at least three occasions I have complained to AT&T that services that I expect to work do not. I pay for the highest level of speed available to my address, but still most video services that are delivered over the internet do not function, or function at a reduced rate. Making complaints to the company results in reports that my internet is working as intended. The following services do not work correctly, work at only reduced quality, or produce messages that my internet is not fast enough to display. The devices I am using are not over wifi, but are hardwired in.

A list of the services that do not function as expected are:

HBO GO

YouTube

Amazon Prime Video

Sling TV

Pluto TV

Crackle

Because there is apparently no problem with my service as reported by AT&T, I must assume that these services are being deliberately blocked and/or degraded. Additionally, I do not subscribe to their paid television product, so therefore it is reasonable to assume that video being degraded is a way to force me into buying their television products.

It can also be that my service is actually broken, but regular internet tests deliver the speeds in which I am paying. Web pages and other content comes in swiftly and without error.

My complaint is that I believe that either AT&T is deliberately degrading my service as a matter of policy, or that they are billing me for a network that they are unable to deliver. Either way, my service remains degraded.

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**Ticket: # 479388 - Open Internet**

**Date:** 8/20/2015 3:59:27 AM

**City/State/Zip:** Nordland, Washington 98358

**Company Complaining About:** Centurylink

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### **Description**

Century Link fails to provide the service they advertise, promote and sell! Nor do they discount fees for inadequate service. Location: Marrowstone Island, WA. 98358

Century Link's foot dragging on using Connect America funding to extend fiber to the island.

The FCC requires CL to respond to complaints from users with accounts (current or prior accounts) within 30 days.

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**Ticket: # 480627 - Facetime for Windows Phone and iPhone/iPad Requests**

**Date:** 8/20/2015 3:13:10 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Microsoft/apple And Any Vrs Providers

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**Description**

Please help us! I file dual endorsed to Microsoft Corporation in Washington and Apple in California both should discuss in meeting about FaceTime for Windows Phone recommendation as it works with Apple and Microsoft agreement requests. -- Separately -- Secondly, Please recommend executive order Deaf Video Communication VRS for Windows Phone as recommend for CAAG VRS and ZVRS, or other any VRS, Please investigate for Largest Volume of Deaf customers with VRS should be requiring offer VRS for Windows Phone Requirement with FCC Executive Order! Please VRS must notifies to me (b) (6) through my email address: (b) (6) Thank you for taking your time responses to VRS Providers.

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[Ticket: # 480862 - Data Usage Limits](#)

**Date:** 8/20/2015 4:18:50 PM

**City/State/Zip:** Milton, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

Comcast has started applying data usage limits on internet package subscriptions to the tune of 300GB / month. When I subscribed to Comcast internet services in September of 2013, this limit was not applicable and the usage was unlimited. However, few months after I started the service, Comcast initiated a trial in the Atlanta metro area and started measuring the data usage without notifying me. At a minimum, the subscribers that had Comcast service before the trial period should have been grand fathered into their new data usage policy which is a standard business practice.

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**Ticket: # 480895 - Bill increased**

**Date:** 8/20/2015 4:29:05 PM

**City/State/Zip:** Shoreline, Washington 98155

**Company Complaining About:** Comcast

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### **Description**

I would like to file a complaint for Comcast increase bill services after agree to a fixed rate for a year. I had a contract with Comcast start March 2, 2015 to March 3, 2016 for triple services with a month fee of \$174 now a 6 month later increase to \$200 with increase of 14+ % in six month.

How I can budget my family expenses with Comcast company that control the market of these service in my area Shoreline. I would like to know what are the option for consumer without other option for internet services in my area.

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[Ticket: # 481785 - Open DNS](#)

**Date:** 8/20/2015 11:39:12 PM

**City/State/Zip:** Katy, Texas 77449

**Company Complaining About:** Open Dns

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## **Description**

I didn't request to install this program Open DNS on my computer and I can't find a way to get it off.

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**Ticket: # 481867 - Comcast Poor Customer Service, Installation Problems**

**Date:** 8/21/2015 1:59:53 AM

**City/State/Zip:** Tiburon, California 94920

**Company Complaining About:** Comcast

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**Description**

This is not the first time that I need to file a complaint about Comcast for their poor customer service, installation problems, and etc. It happened to me before the installation tech failed to show up for three times, and say I was not home. Finally, I have to contact Comcast executive customer service complaint center in order to get the installation completed.

This time, again. I need to install the 2nd internet for lower level due to the pool wifi signal. First time the tech showed up and saying that he cannot do the work, because the work order with a different job description. He wants me to call customer service to change the ticket. I called, but I was on the phone with customer service for almost 1 hour cannot get the ticket changed, and tech left. I called again, they set up the appointment for today. The tech showed up at the very last minute of the appointment two hours before, and not even bring his laptop. He said that he cannot do the installation, because he did not install the initial cable, therefore, he cannot find the cable slot to install the internet at lower level. He told us that we need to contact customer service again to make another appointment for installation.

I don't understand the working ethics of Comcast. Why they will send so many irresponsible tech who cannot finish their job as they suppose to. I do believe that I am not the only one to file the complaint against Comcast, because Comcast is notorious of their bad customer service, unreliable techs and poor management.

I made the 3rd appointment for the same installation which will be in another 11 days. I don't know what is going to happen then.

I don't understand why the management of Comcast will not take any action to correct the bad working ethics of their employees.

Thank you for your time to listening to my trouble. Thank you very much.

(b) (6)



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[Ticket: # 482596 - Paid for 24 hours of wifi but did not receive it.](#)

**Date:** 8/21/2015 1:22:53 PM

**City/State/Zip:** Anchorage, Alaska 99508

**Company Complaining About:** Motel 6

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### **Description**

Paid for Motel 6 wifi for a code for wifi access. Did not receive my full 24 hours of access through their Cisco meraki portal

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**Ticket: # 482952 - Comcast - poor customer service****Date:** 8/21/2015 2:53:05 PM**City/State/Zip:** West Springfield, Massachusetts 01089**Company Complaining About:** Comcast

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**Description**

If they dispatch a technician to your house and don't arrive within a time window or don't fix the problem the first time, you get a \$20 credit. I did not require a home visit, I called by phone Wednesday, August 19, 2015.

The issue was that via the Xfinity (Comcast) website, I could not access anything in my account other than e-mail. It was locking me out from viewing my billing statements, ability to make payment and other options. I was on the phone 45 minutes Wednesday and told the girl I've been on the phone too long and to call me back when she has the means to fix my problem. Told me she'd call in 5 minutes. I waited & waited. She said nothing further about a callback timeframe.

Thursday, August 20th, 17 hours later, still no call back. I escalated the problem to Comcast's "We're on it" program. They also couldn't fix my problem, so they escalated it to a "level 2", which is a higher trained rep and finally, 2 1/2 days later, today Friday, August 21st, the problem is fixed after I had to speak with another technical rep this morning. She fixed the problem and was very friendly. The issue was confirmed as a Comcast issue & nothing to do with me. Told me there have been on-going Comcast server issues and she "reprovisioned" the account online. For my frustration, wasting my time (poor Comcast ethics and professionalism) and being given the run-around I asked for a \$20 credit. Comcast has been harping Customer Service Guarantees on their fancy TV commercials. For a company that profited \$2 billion in 2014, I don't think it's a lot to ask and it's not beyond what they'd give for a home visit snafu. Billing dept offered me \$10 instead. The notes the rep from Wednesday typed into their interface did not match my story, so they sided with the rep and plus she said the \$20 applies to home visits. Diplomatically I argued my point. They escalated me to Carrie, a senior lead. Told me she can't offer me the \$20 because my problem is nothing I get charged for. I said, it's part of my internet service and I expect it to be working. Especially when it's a website where bills can be paid and so on. She stood her ground...\$10. I went back & forth with her, but to no avail. I even asked her how she'd feel if she went through what I had gone through and what she'd expect in return. Didn't answer the question. I think she got sick of listening to me and finally asked me if there "is anything else she can do for me today", I replied, "yeah, give me the \$20 I'm asking for." She refused. I told her "I understand Comcast is a conglomerate and I'm an ant in the grass that can be easily squashed, but I am not happy". Yes, I'll take the \$10, but it's not what I want. I told her "I doubt Comcast cares, but I know my town government monitors Comcast issues, as does the FCC and I'll be sure to let them know my experience". Carrie didn't care. Guessing she thinks I'm bluffing. Comcast is all about Comcast.

We've been a Comcast account holder since they took over cable, phone and internet service here in West Springfield, MA. It's been many years. Comcast gave me the following to reference: CR496525623. The phone# I called today, Friday where the Level 2 technician fixed my problem was 844-796-2878. From there I was transferred to the billing department, then to "senior lead" Carrie.

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**Ticket: # 483798 - Hughes Net**

**Date:** 8/21/2015 10:58:54 PM

**City/State/Zip:** New Matamoras, Ohio 45767

**Company Complaining About:** Hughes Net

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## **Description**

I am unable to access Facebook on my Internet. Friends and family who live around me who has upgraded to the G4 is till able to access Facebook. I have not upgraded and still have the HN9000. I have contacted Hughes Net ever other day for the last month and half. The last call tonight they informed me that there is a satellite problem in my area (with the HN9000 modems only) and they do not know when the problem will be fixed. All other times I have contacted them we was unable to resolve the problem on the phone and a technician would call which never happens. After calling the next day it will work for 12 to 24 hours then the problem starts again. This has been happening for the last month and half. I pay a lot for a service I am unable to use.

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[Ticket: # 484000 - Copyright](#)

**Date:** 8/22/2015 10:19:20 AM

**City/State/Zip:** Murrieta, California 92562

**Company Complaining About:** Verizon

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## **Description**

My etsy shop has had an image stolen by a Chinese Manufacturer who is now using my exact same photo on a number of their websites. I want them to take it down and they refuse to do so unless I fill out a form indemnifying them of any legal fees. I do to want to fill out their firms because someday I want to sue them all as this is copyright infringement and I don't think it's right that they can just steal from independent American designers like myself.

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**Ticket: # 484581 - Higher than normal response time**

**Date:** 8/22/2015 4:34:56 PM

**City/State/Zip:** Livonia, Michigan 48154

**Company Complaining About:** Time Warner

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## **Description**

The IP address of (b) (6) that I believe is owned by time warner cable is getting a response time of 10 - 13 ms and all of the other hops after this IP are getting response times of 8 - 9 ms. This is when I'm tracing to www.youtube.com . I understand that 10 - 13 ms is pretty low but if the other hops after it are getting 8 - 9 ms maybe something can be done but if not 13 ms is pretty good. Please take a look if possible. Thank you.

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[Ticket: # 484709 - Internet prices](#)

**Date:** 8/22/2015 6:10:11 PM

**City/State/Zip:** Gainesville, Georgia 30501

**Company Complaining About:** Charter

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## **Description**

Please regulate internet prices. We as a country or at least most I know from age 40 to my 17 year old son are tired of traditional cable and paying their prices. Cord cutting has allowed us to take control of our watching habits. When it becomes wide spread cable companies will price gauge us to maintain terrible prices. We are Americans and we have a history of not liking being told what to do.

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**Ticket: # 484941 - Consumer access to better broadband**

**Date:** 8/23/2015 2:00:03 AM

**City/State/Zip:** Fort Worth, Texas 76179

**Company Complaining About:** AT&T

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## **Description**

Open Internet should allow consumers access to better broadband. Currently, only AT&T is available in my neighborhood. I know at least 60 neighbors (online poll of actual neighbors on website nextdoor.com) who are unhappy with the limited services available and wish Charter Communications and/or Time Warner Cable were available for Internet service. The worst part is AT&T knows they have a monopoly and constantly send advertisements and salesman. One neighbor stated a salesman told her the whole neighborhood would be AT&T soon.

By monopolizing the market, AT&T has unfair advantage that disadvantages the consumer when it comes to price and Internet access/speed.

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**Ticket: # 485093 - Open Internet Violation**

**Date:** 8/23/2015 12:55:11 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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**Description**

AT&T offered me FREE access to internet through a personal hotspot on my iPhone 6 Plus so long as I have:

-4G or higher device: I do

-5G or more data plan: I do...mine is "Unlimited"

I tried to turn on my Personal Hotspot button on my iPhone 6 Plus and received a message that I needed to call AT&T. So I called AT&T customer service and spoke to Amber employee ID:

(b) (6) and stated I was unable to access my internet service through my hotspot on my phone. Amber stated that I have an "Unlimited" data plan and that I must have at least a 5G data plan to use my hotspot feature. I told her than my Unlimited plan is unlimited and more than 5G and requested that they turn it on. She refused and stated that the only way they will do it is if I cancel my Unlimited data plan and pay for a new data plan at a higher price.

(see attached screen capture of AT&T offer)

This is grossly unfair, dishonest and in my opinion, a violation of the Open Internet rules. I believe its also a unfair trade practice and illegal under US law.

Please help.

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**Ticket: # 485348 - Subcontractor for Verizon Wireless Tech**

**Date:** 8/23/2015 7:03:41 PM

**City/State/Zip:** Hamburg, New Jersey 07419

**Company Complaining About:** Verizon Wireless

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## **Description**

My husband has been having trouble with his Verizon Wireless e-mail. For the past week he hasn't been able to access any of his e-mails. Now it seems the account is completely gone.

We got a number for tech support and called today. After they remotely connected with my home computer, they determined his account was hacked and the only way to get the account back was to pay them:

- a) \$299.99 for one year
- b) \$399.99 for three years
- c) \$499.99 for five years or
- d) \$599.99 for a lifetime contract.

They claimed it was a security package for my home computer, phone and something else that I couldn't understand.

When I told them I wasn't interested, I was told that they would not help me get my e-mail account running again. But if I agreed to one of those options, they'd help me.

Isn't that extortion? Since it was Verizon Wireless I did not expect to be sold something by another company and told they'd only help if I bought this package.

We called Verizon customer service and asked them if they knew about this and the rep said she did. She advised us to contact you.

The tech line phone number is: 855-299-1873.

I asked the man on the tech line if he worked for Verizon. He said yes but when I asked if Verizon signs his paycheck he said it was another company. I don't know if they actually represent Verizon or if they just use that as a marketing ploy.

(While the tech person was remotely connected to my computer, he opened the notebook app and typed the prices for the contract and underneath that typed "tech bloomers". I have no idea what that means. A search online found nothing. It may have been a typo on his part though.)

As I said above, he told me my husband's account was hacked but showed me in DOS mode that my computer was supposedly hacked. As far as I know, it wasn't. The thing is, my husband usually gets his email via his iPhone and the email account cannot be accessed that way or with a PC. I suspect the alleged DOS file is their own selling tool and not necessarily my computer. I've had other remote sessions with other people and have never seen the type of DOS screen or font that he showed.

They obviously (mistakenly) thought that my husband uses my laptop to get his e-mail, thus "showing" me that my computer was "hacked". When I told the tech that my husband uses his phone to get his email, he stuttered a bit and said they were both hacked. (What's the odds?)

Thank you for your time.

(b) (6)

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[Ticket: # 485358 - AT&T throttling data speeds for "unlimited" users](#)

**Date:** 8/23/2015 7:13:23 PM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** AT&T

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## **Description**

Every month I get a text from AT&T threatening to slow down my data speeds because I am an unlimited user and I will not ever get rid of my unlimited plan. I can provide proof of these threats from AT&T.

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**Ticket: # 485381 - Comcast blocking registration of Xbox One streaming apps**

**Date:** 8/23/2015 7:49:25 PM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** Comcast

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## **Description**

The Comedy Central as well as Fox Now app for Xbox One does not support Comcast Xfinity registration. Many other cable operators are listed, including large operators, so there is no reason for them to not support one of their own TV channels.

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[Ticket: # 485407 - Comcast data limits](#)

**Date:** 8/23/2015 8:11:01 PM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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### **Description**

Comcast does not provide any details on data usage and data limits are set too low given monopoly status as local cable provider.

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**Ticket: # 485422 - Comcast pricing gimmicks and offerings compelling bundling**

**Date:** 8/23/2015 8:28:10 PM

**City/State/Zip:** Johns Creek, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast internet customer at the current location for more than 2 years. The internet pricing in 2013-2014 was 39.00 per month for speed of 12mbps and later was upgraded to 25 mbps. Recently, they hiked the price of internet subscription to 69.00 per month. I called them last month to find an offering at lower price, since the price increase was very steep.

\*\*\*\*COMCAST is the only high speed internet provider in my subdivision. ATT offers DSL, with way less download speeds. So, I have only one option till ATT Uverse comes to our neighborhood. \*\*\*\*\*

The Comcast representative told me that the only way I can lower my bill from 69.00 to 49.00 is by enrolling to their Blast Plus bundle. I did not ask for TV, but was forced as there was no other option to lower my internet bill. I was promised 49.99 for the 12 month promotional price and after that 59.99. I was told HBO would be free as well for the year. I insisted to not get the HBO, but just give me what I get today (internet) for a lower price

I DID NOT HAVE AN OPTION, but to opt for TV cable + internet combo.

\*\*\*COMCAST does offer the same service at lower price for competitive markets\*\*\*

Service Issue:

1. I was given an appointment window on July 31st 2015. They missed the appointment. I had opted to work from home to facilitate the appointment. But they called 4 hours past the appointment window to inform us of missed appointment. This is sub par service
2. The second appointment was fulfilled. HOWEVER, I checked the service level and I did not GET the Blast Plus package that was promised on the call. I got Internet Plus package, which has cable channels that are all available on antenna. I was told I would get Digital starter cable TV package and I was given Basic TV. Basic TV has on air free TV channels. I get those through my antenna at HD quality, not analog that Comcast gave me.

I called back 3 times in last week and spoke to representatives in retention department. Here are major consumer issues

1. They would not review the conversation I had
2. they are not ready to honor the sale that was done
3. For the service offered before (Blast Plus), they told me a new pricing 99 bucks a month.

This is serious integrity issue. The rights of consumer is bullied by big corporation and there is no competition in the area we live in Atlanta, GA.



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[Ticket: # 485488 - at & t Internet throttling](#)

**Date:** 8/23/2015 9:41:05 PM

**City/State/Zip:** Fresno, California 93702

**Company Complaining About:** AT&T

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## **Description**

I am a new customer with at & t. My Internet is stalling and freezing. I called on to complain. They couldn't find anything wrong, but mysteriously the freezing stopped after I called.

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**Ticket: # 485530 - Comcast HBOnow**

**Date:** 8/23/2015 11:03:39 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast

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## **Description**

Our complex is out of the range of AT&T and similiar competitors. We chose Comcast because there was no alternatives beyond using mobile data. Comcast in the San Francisco Bay area appears to be slowing down video speeds of HBOnow. Streaming movies from Amazon, Netflix, and Hulu appear to function smoothly. HBOnow does has frequent issues.

It is easier to stream from my mobile device than from Comcast.

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**Ticket: # 485560 - Useless Internet Connection**

**Date:** 8/23/2015 11:38:08 PM

**City/State/Zip:** Lake St Louis, Missouri 63367

**Company Complaining About:** Charter

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**Description**

I currently pay for a 200 mbit/s business line through Charter (rebranded to Spectrum Business). While I'm able to get about 75% to 85% of the advertised speed on Charter servers, I'm effectively unable to maintain a stable connection to major streaming sites using less than 8 mbit/s.

It would be so amazing to have something beyond a third world internet connection within my lifetime, without moving to a city blessed by Google.

God bless America, land of monopolized internet service.

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**Ticket: # 486810 - Comcast - Monopoly**

**Date:** 8/24/2015 2:52:22 PM

**City/State/Zip:** Lancaster, Pennsylvania 17601

**Company Complaining About:** Comcast

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### **Description**

Comcast just bumped my rates up for Cable and High Speed Internet. I'd love to use the free market and go elsewhere however FIOS, DSL and other high-speed options are not available on my street. So I am stuck with Comcast and paying whatever they say. If I cancel TV, my internet price goes up and vice versa. When you call into customer service they are smug and matter of fact because they know you cannot leave if you want high-speed internet so they can charge whatever they want.

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**Ticket: # 487157 - Comcast**

**Date:** 8/24/2015 4:27:37 PM

**City/State/Zip:** Manchester, Maryland 21102

**Company Complaining About:** Comcast

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## **Description**

Comcast and Carroll County government in Maryland have an agreement. This agreement makes it hard/impossible for other companies like verizon to provide cable service in Carroll county MD.

Please investigate the franchise agreement as I believe to be a violation of the telecommunications act of 1996. They do nothing to better the area and expand the network. This is unacceptable in today's world as more and more relies on a good network connection.

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**Ticket: # 491109 - Absurd Internet Cap**

**Date:** 8/26/2015 10:54:58 AM

**City/State/Zip:** Charleston, West Virginia 25302

**Company Complaining About:** Sudden Link

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**Description**

I am paying Suddenlink \$90 for 150 meg service. This service has a 500 gig cap on bandwidth. I pay for the fastest service from Suddenlink because I have a family of 5 and we are all internet savvy and dependent on internet usage.

In a household of 5 people, we have 4 smart tvs, 3 ipads, 5 iphones, 3 computers, and 2 gaming consoles. All of these devices use internet to patch, update, and be in use. In our household, we have 4 people also going to school with one of those people (my husband) doing online education only. This requires video and more bandwidth to be used.

I called Suddenlink because they have been telling me I'm going over my cap and they will charge me. I agreed to pay an additional \$50 a month to double my capacity. Now I'm being told that I'm exceeding that cap.

In short, I'm paying \$140 for their fastest service and double capacity, but still being told it's not enough. We have no other comparable options in our area and I'm held hostage to pay or lose service.

My main complaint is that their caps are extremely too low even though they say that their caps are based on normal usage. I have over a dozen friends and family who are getting billed extra because of over usage. We all can't be outside the "norm".

They report that this only affects a small percentage of their customers. If that is the case, then why do it??? They are not being truthful.

Some other comments here:

(b) (6)

  
  


Please investigate this for us!

---

**Ticket: # 489880 - COX Throttling Youtube Videos**

**Date:** 8/25/2015 5:10:24 PM

**City/State/Zip:** Wichita, Kansas 67208

**Company Complaining About:** Cox

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## **Description**

Youtube streams at a mere 2500 kB/s during peak hours (around 3:30pm CDT).

A speed test immediately after that at speedtest.net shows my download speed at 14875.9 kB/s

Somebody is pulling value out of my internet experience. Please investigate.

---

[Ticket: # 489913 - TWC San Diego not allowing streaming from SunDiegoLive.com](#)

**Date:** 8/25/2015 5:15:16 PM

**City/State/Zip:** San Diego, California 92128

**Company Complaining About:** Time Warner

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## **Description**

I use to be able to stream video from SunDiegoLive.com, but the site is saying TWC demands payment from SunDiegoLive.com - so I'm the one that get's STILL images instead of live video like I use to get. Plus, it says my ISP does not peer with (b) (6) and so multiview mode can't be used. Please force Time Warner to comply with Net Neutrality.

---

**Ticket: # 490375 - T-Mobile lied about internet speed unresolved issues with them.**

**Date:** 8/25/2015 8:08:00 PM

**City/State/Zip:** Fort Wayne, Indiana 46805

**Company Complaining About:** T Mobile

---

## **Description**

I talked to a rep from the exec office about my internet. he did confirm that there was a area maintenance going on and will not be finished until December 31 2015. He said I was making benefit from the use of the service which is a lie.

I got one of my verified reps to speak to a monitored connection with him about slow speeds. he then started to change his story a bit. He said using 21 gb is beneficial did not take into account that I have dropped calls loose important text. I want 4 months applied or I will be porting out and posting to my website <http://joeysdanceradio.net> what crooks these people are.

---

**Ticket: # 490811 - HEART OF VEGAS GAME APP ON FACEBOOK**

**Date:** 8/26/2015 3:23:48 AM

**City/State/Zip:** New York, New York 10456

**Company Complaining About:** Optimum

---

### **Description**

THIS GAME APP IS DECEITFUL AND IS PREYING ON THE PEOPLE WHO GO TO THIS GAME APP BECAUSE IT HAS GAMES THAT PEOPLE LIKE TO PLAY FROM THE CASINOS. IT'S SOLICITING MONEY FROM THE PEOPLE THAT GO TO THIS GAME APP AFTER GIVING SO CALLED "FREE" COINS AND TAKING THEM BACK IN LESS THAN 10 MIN AND THEN ASKING FOR MONEY FOR COINS. THIS IS LAUGHABLE AND SHOULD BE CRIMINAL. I WOULD LIKE TO SEE THIS GAME APP REMOVED FROM THE INTERNET AND THE DEVELOPERS AND ANYONE ASSOCIATED WITH PUTTING THIS DECEITFUL APP ON THE INTERNET HELD ACCOUNTABLE IN SOME WAY. TY

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**Ticket: # 490947 - AT&T Gigapower Restrictions on Upload Bandwidth**

**Date:** 8/26/2015 9:53:09 AM

**City/State/Zip:** Apex, North Carolina 27539

**Company Complaining About:** AT&T

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**Description**

I have AT&T's Gigapower service delivered via Fiber. I have proof that AT&T is limiting the 'upload' speeds from my house to less than 2% of advertised rates (1 Gbps Symmetrical).

For example. All the formal speed tests show 900+Mbps download and 900+Mbps upload speeds. This appears to be because AT&T has a different level of priority set for that traffic on their network.

When I am uploading data to somewhere else, whether it is to the open internet or other AT&T internet users its capped at about 2MBps per connection.

Please have a AT&T network engineer contact me at (b) (6) to talk further about this issue.

I am a computer engineer myself and work with this in my professional life, I know what I am talking about.

Thanks!

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**Ticket: # 491512 - Comcast's Horrible Customer Service****Date:** 8/26/2015 12:46:38 PM**City/State/Zip:** Indianapolis, Indiana 46250**Company Complaining About:** Comcast

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**Description**

Everything was good at first, until I got my modem and tried to activate it. The activation number told me somehow the account was canceled a week ago, so I asked why would you guys send me the modem if my account was canceled. That made no sense. So the guy said that he will transfer me to another department who can reestablish my account. The game was starting at this point. The guy transferred me over to the sales department instead and when the lady at the sales department was telling me that she cannot help me with that, I told her the guy transferred me over to you and that you should help me or transfer me to the department that can help me. After a little bit, she cut off the line. I patiently called another number of Comcast and the same exact thing happened. I was cut off by one of their representatives AGAIN! I gave it another chance trying to call another number and that took me 55 minutes to wait but still got nobody on the phone with me besides the machine voice. I was mad so did not want to continue. So I called them the second day, which is today, the same thing happened AGAIN right after I told the guy not to transfer me to the wrong department. Another representative from the sales department cut me off. Now that I called the number and talked to a guy from the solution center. He is going to have a supervisor call me in the next 24 hours. I'll see if she will call me or not. I'm totally out of patient and it was such a small issue and they have to play that many games and make their customers very mad.

---

**Ticket: # 491750 - Jeff the Killer Minecraft**

**Date:** 8/26/2015 1:43:01 PM

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

**Company Complaining About:** Verizon

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### **Description**

My grandson is traumatized by seeing Jeff the Killer Minecraft. He was on the Minecraft when Jeff the killer came on. This is very sick stuff for young children. They need to rate this as PG-17. My grandson won't even go to the bathroom by himself. These people are really screwed up and sick. Hope Jeff is the downfall of Minecraft.

---

**Ticket: # 491753 - channels blocking local viewing by satellite GREED**

**Date:** 8/26/2015 1:44:21 PM

**City/State/Zip:** Baraboo, Wisconsin 53913

**Company Complaining About:** Dish Network

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### **Description**

Channels WISC 3 & WMSN 47 have blocked there signal through Dish network my local station provider. I live 50 miles northwest of madison I am behind a big hill. When they went to digital signal the reception was not acceptable for viewing. I tan went to dish network for the vewing of my local channels. The only way I can recieve the locals chennals is to have a contractor install a 60 foot antenna complete with boosters PLEASE HELP

THANKS MUCH (b)

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**Ticket: # 491913 - National Real Estate Association Email Spam**

**Date:** 8/26/2015 2:27:13 PM

**City/State/Zip:** Coral Springs, Florida 33071

**Company Complaining About:** The National Real Estate Association

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**Description**

I have been receiving emails from [acromwell@thenationalrealestateassociation.com](mailto:acromwell@thenationalrealestateassociation.com) 2-3 times monthly and have emailed and called requesting I be removed from their unsolicited email list. Unfortunately, I continue to receive emails, so I feel compelled to report.

(b) (6)

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**Ticket: # 492866 - unable to email into embarqmail.com**

**Date:** 8/26/2015 7:25:19 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Centurylink

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## **Description**

for 2 weeks now, all emails that I try to email to users of embarqmail.com email get bounced with the message "user not permitted" I have tried calling CenturyLink, emailing them and internet chatting with them. No one seems to be willing or able to fix the problem. Yesterday, I finally got a reply from postmaster@centurylink.net stating that too many users were reporting that I or my IP address was sending spam. I have not sent any spam. I just changed my email password and my wifi is password protected (centurylink DSL). My (b) (6) account shows no extra emails sent. I need to be able to send to friends and business contacts who use embarqmail.

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**Ticket: # 493059 - Comcast Data Cap - Augusta, GA**

**Date:** 8/26/2015 9:30:07 PM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

Comcast feels it is necessary to charge extra for a service that I already pay enough for by imposing additional fees for going over their so called "data usage allowance". I do not subscribe to their video service nor should I have to. I get my video content through the Internet via Netflix and Amazon.

Comcast is using their power to strong arm customers that have no other internet provider choices in their area to gain extra revenue and not making their policy transparent to the public. This cap needs to go away as it does not benefit the consumer and their choice, but the line the pockets of greedy companies such as Comcast.

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**Ticket: # 493073 - Comcast Data Cap**

**Date:** 8/26/2015 9:48:11 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

I bundled my cable internet with Comcast TV service and have been hit with overage charges ever since. I was not told that if I change service I would have to start paying overages, and now I am under contract with threats of early termination fees if I do not continue paying for something I was never told I would have to pay for. I had service for many, many years without paying overages. I have the same modem, same speeds, but am now being charged more. If this had been disclosed up front, I would never have bundled in TV service. Since Comcast has a monopoly on my cable internet service, I have no choice. I FEEL LIKE THIS IS BEING DONE TO CURB MY NETFLIX AND OTHER STREAMING USAGE AND SO REQUIRE ME TO USE CABLE TV RATHER THAN STREAMING. This seems very monopolistic to me.

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**Ticket: # 493087 - Data Cap**

**Date:** 8/26/2015 10:01:21 PM

**City/State/Zip:** Walterboro, South Carolina 29488

**Company Complaining About:** Comcast

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### **Description**

It is insane that my ISP can cap my data to 300GB per month so they can charge me more when I exceed that amount. You did the right thing by backing net neutrality to keep a free and open internet, now crack down on these greedy companies from charging excess fees for a service that we are already paying for.

---

[Ticket: # 493276 - Comcast blocking port 25 incoming](#)

**Date:** 8/27/2015 12:53:59 AM

**City/State/Zip:** Santa Rosa, California 95405

**Company Complaining About:** Comcast

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## **Description**

I asked Comcast if they would unblock port 25 for incoming mail.

Nayieli in Texas from Comcast said that they never unblock ports.

I know at least 2 other people that have port 25 unblocked for incoming emails.

i would like Comcast to unblock port 25 for incoming.

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[Ticket: # 493351 - Comcast data cap](#)

**Date:** 8/27/2015 7:18:40 AM

**City/State/Zip:** Nashville, Tennessee 37207

**Company Complaining About:** Comcast

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## **Description**

It is unfair to cap our data like this.

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[Ticket: # 493551 - Unilateral action by provider to shift liability to customer](#)

**Date:** 8/27/2015 10:43:24 AM

**City/State/Zip:** Pike Road, Alabama 36064

**Company Complaining About:** Charter

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## **Description**

I have been prevented from using my BB connection for two days as Charter Communications, without discussion or warning, has diverted my server to compel me to "Read and Accept" a four page 8 pt agreement of 20 subsections before they will allow service. Specifically they shift liability from themselves to me if unwittingly I open an email (having gone through their system) and infect my computer to send malicious programs. Arbitration is disallowed as well as class action for their continued poor service. They are the monopoly ISP to this part of Alabama

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[Ticket: # 493913 - get notification from Comcast about their Data Usage Plan that was put into Nashville](#)

**Date:** 8/27/2015 12:19:27 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast has put in a Data Usage Plan trial that limits the amount of internet covered in my subscription/contract with them to 300GB. I did not receive notification from them on this, I only found out from a coworker.

In researching this, I found that they plan to charge an additional fee to my contract price for exceeding this cap that they have put in place.

I recently signed up for another year of service from them, but no mention of this data usage tracking, cap, or fee for exceeding this was ever mentioned in this process.

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**Ticket: # 495101 - CLEAR Internet shutdown**

**Date:** 8/27/2015 5:34:48 PM

**City/State/Zip:** South Holland, Illinois 60473

**Company Complaining About:** Sprint

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## **Description**

Since the purchase of CLEAR by Sprint, I was informed that CLEAR would be shutting down on November 6, 2015. I called Sprint, and they have provided no plans that are compatible to what I had with CLEAR's Unlimited data plan. The highest plan that is available provides less than a quarter of the data I have used this month for twice the price (30 GB for \$110). I am not finding a wireless option from any other provider either. It seems to me that Sprint is in some sort of violation of open-internet policy for shutting down one of the only unlimited data providers without offering an alternative. I would just like an option to continue my internet service, and am not finding one that fits what I had with CLEAR.

---

[Ticket: # 495303 - Throttled bandwidth](#)

**Date:** 8/27/2015 6:47:15 PM

**City/State/Zip:** Decorah, Iowa 52101

**Company Complaining About:** Mediacom

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### **Description**

get on Netflix with Mediacom and after a two-hour long use everything turns slow, staggered

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[Ticket: # 495412 - ATT door to door salesman blaming FCC for cap](#)

**Date:** 8/27/2015 7:39:27 PM

**City/State/Zip:** Hopkinsville, Kentucky 42240

**Company Complaining About:** AT&T

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## **Description**

An ATT salesman stated that the FCC is forcing ISPs to cap customers and that is why all ISPs are capping. I just don't feel that customers should be misinformed about who is capping and why. I'm not sure if this is a systemic problem with their sales team. I hope that me submitting this will add to some statistical model to determine if it is systemic or just a "misinformed" salesman.

---

[Ticket: # 495671 - Verizon Wireless restriction of tethering](#)

**Date:** 8/27/2015 10:24:28 PM

**City/State/Zip:** Princeton, New Jersey 08540

**Company Complaining About:** Verizon Wireless

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## **Description**

I am a Verizon Wireless customer with an unlimited data plan. Verizon wireless refuses to allow mobile tethering on my phone line without a \$30 monthly charge. This goes against the recent Title II rules which were enacted. Please enable this feature on this line. Given the history of my consumption, arguments which suggest Verizon will incur additional cost as a result of this decision are invalid. Thank you for your time and assistance.

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[Ticket: # 512680 - Facebook discrimination](#)

**Date:** 9/5/2015 5:12:38 PM

**City/State/Zip:** Webb City, Missouri 64870

**Company Complaining About:** Cable One

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## **Description**

Georgia Tech has a fake Facebook personality: "(b) (6)"

Facebook suspended my account for calling myself "(b) (6)"

Facebook has discriminated against me , violating my right to anonymity

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[Ticket: # 496250 - discriminatory email screening of Cox](#)

**Date:** 8/28/2015 11:15:36 AM

**City/State/Zip:** Scottsdale, Arizona 85254

**Company Complaining About:** Cox

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### **Description**

We are a non profit serving the Phoenix area for over 56 years, the Phoenix Chamber Music Society. We send out emails via Constant Contact to our subscribers, about 20 per year. These are routinely blocked by Cox. Attempts to get them to stop over the past year have had little effect. We ask that you get them to halt this practice so we may reach all our patrons. (b) (6) - IT Board Member

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**Ticket: # 496658 - Hacked and No was to exit out Barnes and Noble Website**

**Date:** 8/28/2015 1:19:47 PM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** Comcast

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## **Description**

On August 28, 2015 I used search method Google Chrome to search for the website of Barnes and Noble I click on the website and it open right into my this is because Barnes and Noble website does not give you option to Log Off, Sign Out . Please investigate the product and services of this website and ensure all links are working and members have the option Log Out, Sign Out when finish browering

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**Ticket: # 496771 - Traffic restrictions on Xfinity and Comcast**

**Date:** 8/28/2015 1:49:38 PM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** Xfinity & Comcast

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**Description**

To FCC broadband internet regulators:

I am writing on behalf of Lotus Telecom Engineering, a small business in San Jose CA, to complain about violations in open internet rules on the part of the internet service providers "Xfinity" and "Comcast." These providers are restricting access over the internet ports required to share files with the Samba file sharing protocol. As described here: ([customer.xfinity.com/help-and-support/internet/list-of-blocked-ports/](http://customer.xfinity.com/help-and-support/internet/list-of-blocked-ports/)), traffic is not allowed on certain ports, including those required for Samba. Xfinity customer service denies that the traffic is blocked but an offsite Virtual Private Network to route traffic is an effective means to avoid the restrictions. As I understand the FCC's rules, this restriction to lawful content is banned, is not legal and is especially concerning in light of their denial of the restriction.

Evidence of restrictions:

Xfinity and Comcast were accessed at the following addresses on August 27 2015, and identical access issues arose:

(b) (6)  
Livermore, CA

(b) (6)  
San Jose, CA

Samba file sharing over ports (b) (6) are not accessible connected to the internet through Xfinity or Comcast, unless a VPN connection is used to mask internet traffic.

Consequences and harm incurred:

The services we would like to access are essential to perform bookkeeping for our small business. These restrictions force us to pay a third party to host our VPN services and force us to open our server to potential attacks from this untrusted VPN's IP address.

Desired outcome:

Xfinity and Comcast should be made to remove the traffic restrictions on the ports described here:

[customer.xfinity.com/help-and-support/internet/list-of-blocked-ports/](http://customer.xfinity.com/help-and-support/internet/list-of-blocked-ports/)

Signed,

(b) (6) [REDACTED]

[REDACTED]

With support from:

(b) (6) [REDACTED]

[REDACTED]

CFO, Lotus Telecom Engineering

(b) (6) [REDACTED] (b) (6) [REDACTED]

[REDACTED]

CEO, Lotus Telecom Engineering

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**Ticket: # 497148 - Internet**

**Date:** 8/28/2015 3:28:50 PM

**City/State/Zip:** Fort Worth, Texas 76119

**Company Complaining About:** AT&T

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## **Description**

On August 10, 2015 AT&T sent out a technician in reference to an ongoing issue with the internet service. He fixed the problem as he stated and left. Problem still existed. Contacted AT&T again on August 11, 2015 and they sent another technician out. This technician changed out the modem and the next worked just fine. Two days later the same problem starts again. Call the supervisor for the previous techs and he sends someone out. The technician that came out to check the service removed and replaced the new modem with the old modem. We have contacted AT&T on several occasions since and have not gotten a return phone call from a Mrs. Janet Harvey in reference to the continual problems. It seems that the service has gotten worse.

---

**Ticket: # 498087 - Comcast 300GB Data Cap**

**Date:** 8/29/2015 1:52:03 AM

**City/State/Zip:** Berwick, Maine 03901

**Company Complaining About:** Comcast

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## **Description**

Comcast's business practices are "unjust" or "unreasonable. I recieved injected code into my browser while on a website informing me I had reached 90% of my monthly quota of 300GB. This is after I was assured over the phone when the account was established that the service was unlimited and had no cap. I had concerns after speaking with others from Maine. After fixing some friends computers and installing Microsoft updates combined with what I would call normal internet usage for two people I am being threatened with overage fees if I want continued service.

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**Ticket: # 498147 - My Unlimited Data Service Is Being Slowed Down****Date:** 8/29/2015 8:47:16 AM**City/State/Zip:** Bensalem, Pennsylvania 19020**Company Complaining About:** T Mobile

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**Description**

T-Mobile charges \$30 for 10 Gigabytes of data. And \$40 for Unlimited data. So I understand that there is a lot more profit with their 10gig service rather than their Unlimited service. Although I am paying for Unlimited service, I am very disappointed with T-Mobile with what they have done. 90% of the time I am getting download speeds as low as 0.30Mbps while the upload speed is 6-10Mbps. Before I had their Unlimited service, I used to have 2.5 Gigs of data and I used to get speeds of 25-40Mbps of speeds with the same phone. So its very clear that my service is being Slown down because I tend to not care about how much data I am using. That is the reason why I am paying for Unlimited service. When I called T-Mobile to complain, they have told me that they were "Prioritizing" my service because of my usage. When you are getting speeds of 0.30mbps you can call whatever you want but its clearly slowing it down.

---

**Ticket: # 498519 - No Calls and Bad Ad internet**

**Date:** 8/29/2015 2:07:20 PM

**City/State/Zip:** San Diego, California 92150

**Company Complaining About:** AT&T

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## **Description**

8/2815

I registered no call online in hoping no calls but quite the opposite, more calls before registered; Ad by Brower Shop #855-419-5278 online deleted and canceled to no avail, long time wait made calls asked to stop the Ad that can't be deleted or cancel online like the others and keep popping up...and told to call the same phone# again. very annoying, other Ad can delete and cancel but not Browser Shop, Please help to do something about it. Thanks!

(b) (6)

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**Ticket: # 498566 - waiting for Internet activation for two weeks**

**Date:** 8/29/2015 2:40:52 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast

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## **Description**

I got the modem from Comcast in mid-August and I was told I could activate the modem and use the internet immediately just by calling the customer service. I called and one of them said there was something wrong with the outside network and will send a technician to look it up two weeks later.

So I waited two weeks, which was yesterday. Again, I tried to activate the modem. I'm not sure if the technician showed up at all, but the modem still couldn't connect to the network and the customer service told me it will take about half an hour for this type of modem to respond to a signal, and again I waited. Then nothing changed, I called the customer service one more time and it said their office was closed and asked me to call tomorrow.

I called today. After I described my problem, the customer service tried to transfer me to their tech department, but what I got is just waiting on the phone for almost an hour because no one is answering . I called again, the customer service arranged me an appointment for a technician, which means I need to wait for more days.

I think it is ridiculous to just wait for an internet activation for half a month. Both my roommate and I need to use the internet for work and other daily affairs and this has caused us huge inconvenience.

---

[Ticket: # 498806 - Concerns regarding Gogo Wi-fi's non-support of certain streaming services.](#)

**Date:** 8/29/2015 6:01:46 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Gogo Wi-fi And Virgin America

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## **Description**

Please see my attached pdf letter and screenshots.

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**Ticket: # 498962 - Comcast- Not transparent about their services**

**Date:** 8/29/2015 9:41:54 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

"FCC rules require broadband providers to be transparent about the services they offer and to provide sufficient information to empower you to make informed choices – including choices about speed, price, and network management practices" (FCC). However, I just found out today that for the last year, my internet service provided by Comcast in Atlanta has been capped at 300 GB a month, with a \$10 per 50 GB extra charge for any usage over 300 GB. I went a whole year not knowing that my internet service was being limited. Had I known a year ago, at the time I was choosing an internet provider, that I was not paying for unlimited internet usage, I would have made a more informed decision and chosen not to purchase Comcast internet. I would have chosen another service provider that did not limit my internet usage or charge me overage fees. I believe Comcast is unfairly taking advantage of their customers by first, not informing their new customers that their service is capped, and second, by not informing their customers each month on their billing statement about the amount of data they are using so that they can adjust/gauge their usage.

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[Ticket: # 499011 - Speed Throttling](#)

**Date:** 8/29/2015 11:30:03 PM

**City/State/Zip:** Saint Peter, Minnesota 56082

**Company Complaining About:** Mediacom

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## **Description**

I pay for 50 mb/s and mediacom is only allowing around 6 to 8 mb/s

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**Ticket: # 499042 - Comcast Blocks HBO Go on Playstation**

**Date:** 8/30/2015 1:47:46 AM

**City/State/Zip:** Snoqualmie, Washington 98065

**Company Complaining About:** Comcast

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## **Description**

Here we are, well over a year since HBO Go was made available on PS3, and Comcast continues to block access on both PS3 and PS4 for seemingly no reason. I want access to the service I am paying for!

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[Ticket: # 499057 - Time Warner Cable access to \[Adult Swim\] restricted.](#)

**Date:** 8/30/2015 2:26:52 AM

**City/State/Zip:** Cheraw, South Carolina 29520

**Company Complaining About:** Time Warner

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## **Description**

Restricted access to the live streaming portion a.k.a "Live Simulcast east and/or west feeds" of the website known as [Adult Swim] by my ISP Time Warner. Restricted for only participating providers for those whom have a valid login credentials from said participating service providers. One can not login to the service without using the same ISP login information from their ISP, all of which must be done so under a participating internet service provider which Time Warner Cable is not. Unlike the majority of other providers that do have direct access. Violations of Open Internet, Fair Use, Availability, and Interference by Time Warner and or Time Warner Cable and or Turner Broadcasting.

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**Ticket: # 499179 - Separation of Church and State / Regulating the FREE PUBLIC AIRWAVES**

**Date:** 8/30/2015 11:09:16 AM

**City/State/Zip:** Greenacres, Florida 33463

**Company Complaining About:** AT&T

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## **Description**

Dear Commissioners:

I have had the canned reply letters before. The lack of action is so noted.

George H.W. Bush used the FCC to destroy a bi-partisan regulation of the public airwaves by eliminating a bi-partisan regulatory measure, the "Fairness Doctrine." In the process, he destroyed the happiness of many THINKING and REASONING Americans. We are unhappy and America is ranked at the bottom of the list within the Western nations, with regard to the "happiness" factor.

I listen to Classic FM from London. They broadcast the top 100 most popular classical music - WORLDWIDE. America does not participate in this cultural event. In fact, much of the CONTEMPORARY classical music coming out of Britain is denied to American audiences. I do not hear this music, except on Internet from London. Certainly, I never hear it on the free public air waves received by car radios and by the impoverished who are unable to purchase Internet access. Instead, we have ugly men and pigs with a love of money, greed, and extreme selfishness, and big egos creating "entertainment" which appeals to the masses. It is the type of entertainment Karl Marx would probably call, "the opiate of the masses."

I was a member of Classical South Florida, contributing to the station each month. I made requests for choral music and was always denied the music, with no explanation. I finally theorized on why the music might not be played. I figured it might be due to the nature of the music. Unlike instrumental music, there were not words. Thus, the religious / Christian words "might offend" some people. Was that station self-regulating itself? I don't know.

But who did these people sell the station? To a group called Educational Media Foundation. This group uses the name, "educational" as their "front persona" which hides the true intent: proselytizing young people with Christian rock. So, if I am correct in my speculation about why my requests for choral music went unheeded, I guess it does not add up, does it? So, why DID my requests for music, heard on the Internet with Classic FM quite regularly, go unheeded? Why?

Classical South Florida played a unique cultural music which one does not hear often. What better place than the public air waves? Yet, Educational Media Foundation plays Christian rock. That kind of music is prominent around the area. That kind of music costs me money in the form of cable television and satellite radio (when I subscribe) channels which are shoved into my "menu" of choices on cable and I am not able to remove them.

Yet, Rick Scott and other greedy pigs of government do the will of the money lovers and deny money to public radio and television, in particular and in this instance, public radio in Florida. But it is also a

mantra of pigs in the Federal government who falsely call themselves, "representatives of the people," as they represent corporations and big money interests in full. Rather than allowing men and women with the wisdom of age and culture to help encourage interest in our own Western culture, we have money lovers dictating how broadcasting should be. I have read Rupert Murdoch's intentions to destroy free television broadcasting. Not only is he a lover of money, but he is also from a foreign nation and telling US how he is going to force us to live our lives. Don't get me wrong. There are plenty of Americans who are Murdoch's buddies.

Please respect the separation of church and state on the free public airwaves. I should have a choice as to whether I wish to attend a church and listen to that type of music - EVERY WEEK and perhaps many DAYS of the week. But the type of music played on Classical South Florida is not heard as often and, if at the Kravis, it is definitely not FREE - as with the free rock in churches.

Concerts I wish to attend, by semi-professionals, happen maybe once or twice a quarter - at a price I can afford. The professional venues are even more expensive and don't allow me the opportunity to attend concerts once a week. I would go broke. The public air waves, particularly when in the car, are the ONLY means for me and hundreds of thousands of other Americans to listen to such music. Your lack of regulation in this manner creates a negative environment for me and many others. It removes the chances for someone not familiar with the music played on Classical South Florida to ever have a chance to learn an appreciation of such Western culture.

(b) (6)  
Librarian / Professor I  
Lake Worth, FL

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[Ticket: # 499364 - Comcast modifying HTML content](#)

**Date:** 8/30/2015 3:58:30 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

Comcast has started modifying my web browsing with an in-page popup. They already notify me if I'm about to go over my data limit with a phone call. But now they are modifying the webpages I am viewing with an additional warning. This is unacceptable. They should not be modifying any of my web traffic. At first I thought it was some sort of phishing scheme to get my login information, but it all truly linked back to the Comcast website.

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[Ticket: # 499525 - Comcast usage limits](#)

**Date:** 8/30/2015 7:02:06 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

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## **Description**

Comcast has a usage limit on all tiers of their consumer broadband service in Tucson, AZ. Comcast also has no terrestrial cable competition in my part of Tucson. There are no other consumer grade internet options that service my area that provide the speed/data allocation that my family needs. Comcast does NOT have a download limit in every market they service in the country. Thus, I can only surmise that their scheme is to gouge customers once the inevitability of internet streamed video becomes the predominant way the public consumes media. This needs to stop.

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**Ticket: # 499612 - Comcast/Xfinity Data Cap****Date:** 8/30/2015 8:30:54 PM**City/State/Zip:** Guyton, Georgia 31312**Company Complaining About:** Comcast

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**Description**

This is my second complaint about this data usage cap. Last time I complained I was just referred to Comcast who did nothing. From my understanding this was supposed to be a limited time test in only certain markets, how long is a limited test? From what I understand this has been going on for 2 years?! Also how is it legal to just do this in certain areas and not all Comcast markets? I live outside of Savannah, GA in a different county so how am I subject to this? Also my bill is consistently at least \$50 more because of this, the last 2 months I have paid \$70 and \$80 more which is more than what I pay for the base internet. I went out of town this weekend and wanted to see when I was gone if any data was used however when I came back and tried to view my data usage I can only see monthly usage, not daily. On other forums people are saying they did away with the daily. How do we know their data usage meters are accurate or how to even cut back? I called and spoke with customer service and even they can't access how much we use on a daily basis? How is this not illegal?! There are no other internet companies in my area that have cable internet and I work from home through a VPN and have to have cable internet. Are you guys going to actually do something about this or are you just going to keep letting Comcast rob people blind?

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**Ticket: # 499617 - Comcast Data Caps**

**Date:** 8/30/2015 8:36:27 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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### **Description**

We are presently paying over \$50 dollars a month for our service and then on top of this charge they are charging \$10 for every 50 gigs of service. This is an unreasonable fee and I have no other options but to pay. Please allow for multiple cable providers in my area so, we have some form of competition.

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**Ticket: # 499773 - Pirate Channel is being operated**

**Date:** 8/31/2015 12:53:19 AM

**City/State/Zip:** Mishawaka, Indiana 46545

**Company Complaining About:** Comcast

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## **Description**

I sent a message to Vaughn Live about a pirate stream that is being operated <http://vaughnlive.tv/fumikocorp>

They replied by telling me that it is illegal to impersonate a copyright holder when I never suggested I was. Merely reporting something that violates their own terms of service. I am asking that they be investigated and or fined.

I am an internet activist that is fighting hard to come to an agreement with the entertainment industry as well as other netizens. Allowing a pirated stream to go on does not accomplish this goal and furthers the entertainment industries case against net neutrality.

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**Ticket: # 499814 - net neutrality**

**Date:** 8/31/2015 4:52:39 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** AT&T

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## **Description**

What are you thinking? We now have the worst service records in the world, including underdeveloped countries. it is the pony express system of upload and download speeds, and one of the highest costs in the world for the worst service. The non- competitive market in the US is what makes this system impossible to improve. There is no incentive among providers of service other than to squeeze as much from the users, and provide as little as possible in return.

The proposals for "managing" a dual system of access is obscene. What we need is real competition with open systems that aim to raise the quality of access of service rather than create more narrow band straws through which the information flow is to travel.

Wake up people! You have a responsibility to the people in this country to provide quality internet service as a public good. Follow the suggestions of these ineffective and poorly run companies and the system will fail. As will everything that depends upon it.

Do you duty and carry out your responsibility to improve the quality of service and access, not create a tiered privileged system that regulates for monetary gain rather than public good.

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[Ticket: # 499869 - Data cap](#)

**Date:** 8/31/2015 8:43:07 AM

**City/State/Zip:** Rome, Georgia 30161

**Company Complaining About:** Comcast

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## **Description**

We have just been informed we have gone over our data limit. . I was unaware I had a limit, I think it is unjust having the limit . It is not like we use crazy amounts. We have four people living in the house each working 40 hours. In our off time it would be nice to be able to enjoy netflix or you tube. It seems like they are trying to get rid of competition by limiting what we can watch. This should not be allowed! We were told at one point it was the government controlling it, we now know this is not true.

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[Ticket: # 503000 - Slate.com attack on my PC](#)

**Date:** 9/1/2015 1:04:15 PM

**City/State/Zip:** Young Harris, Georgia 30582

**Company Complaining About:** Windstream Communications

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## **Description**

This site is malicious towards my PC. It has repeatedly been locked-up, obstructed from posting, and even repeated attempts it scrambles my attempts. Many times I restart the computer but very quickly the same issues emerge.

HP Core duo, two gig RAM, Win Vista, Internet Explore, DSL.

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[Ticket: # 500280 - Tethering hotspots](#)

**Date:** 8/31/2015 11:57:35 AM

**City/State/Zip:** Rutherford, New Jersey 07070-1575

**Company Complaining About:** T Mobile

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## **Description**

Net neutrality protects free use of data. T-mobile and other wireless carriers prevent tethering of smartphones with other devices, and further sell access to tethering on top of data purchased, making this block of tethering hotspots a defacto way to force consumers to buy extra services already included in many mobile operating systems including iOS and Android, as well as many publicly available apps. In accordance with net neutrality this practice of preventing use of tethering hotspots needs to be discontinued by all wireless carriers.

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**Ticket: # 500645 - Wi-Fi Blocking**

**Date:** 8/31/2015 1:55:05 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Verizon Wireless

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## **Description**

Consumer is staying at a hotel and states that the Wi-fi has been blocked:

(b) (6)

Atlanta, GA 30303

Reported to staff who stated the Wi-Fi signal was flooding the same frequency, so you would need to pay for the Wi-fi at the hotel or you will not have internet.

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**Ticket: # 500869 - Time Warner Cable non-compliance with net neutrality rules**

**Date:** 8/31/2015 2:56:22 PM

**City/State/Zip:** San Diego, California 92122

**Company Complaining About:** Time Warner

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## **Description**

I have the misfortune to get internet service through Time Warner... they have a monopoly in my area and there is no alternative except U-Verse which does not work because it is delivered over ancient copper miles from the C.O. Time Warner are deciding what I get to see on the internet. Most flagrant violation is that they are censoring the San Diego Harbor webcams at this URL:

<http://www.sundiegolive.com/> I ask that the FCC get Time Warner into compliance TODAY (try a phone call with threat of sanctions) - then I ask further that the FCC follow-up with the strongest possible punitive measures available to the FCC and widespread publicity to make an example of these churlish corporate bandits. FCC, try doing your job, for once. Regulation is GOOD for the COUNTRY. Under the FCC's ineptitude we have poor, spotty and slow internet connectivity at very high rates compared to first world nations. A pity when you reflect on the fact that we invented the internet back when we were a first world nation with excellent telecommunications and paved roads.

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**Ticket: # 501768 - Netflix and Hulu congestion in evenings (6-9pm)**

**Date:** 8/31/2015 7:23:18 PM

**City/State/Zip:** Orono, Maine 04468

**Company Complaining About:** Time Warner

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## **Description**

Hulu and Netflix buffer quite often during prime time hours, around 6-9PM. However, the overall speed of the connection is stable. This seems to indicate an issue with interconnection. Additionally, the connection drops out occasionally with a "T3 Timeout Error," an issue which TWC claimed they resolved but did not.

Time Warner is the only provider of broadband at my address, and they have relatively high latency and congestion. I generally always see 50+ms to Bangor, ME which is only a few miles away.

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[Ticket: # 502194 - Internet speeds](#)

**Date:** 9/1/2015 12:34:43 AM

**City/State/Zip:** Des Moines, Iowa 50311

**Company Complaining About:** Mediacom

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## **Description**

I am currently a mediacom user, and I am paying for 100Mbps down and 20Mbps up. Using multiple speed test websites along with internet health test it appears that I am getting nowhere near those speeds and if anything being slowed down. All of the multiple tests show speed results of under 4Mbps down, and 0.50Mbps. I feel that I am being intentionally slowed down and not getting the speeds promised. We have had two visits by Mediacom techs who have reported nothing wrong with equipment or wiring.

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**Ticket: # 502421 - Phone Complaint**

**Date:** 9/1/2015 10:04:41 AM

**City/State/Zip:** New Brighton, Pennsylvania 15066

**Company Complaining About:** Comcast

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**Description**

Call from (509) 207-4501, (b) (6), Badge No. J(b) (6), Warrant ID# T(b) (6) This man called saying the IRS had reviewed its files and I owed them \$8,000 plus dollars; stated that he was calling to advise me of this and if I didn't respond within 24 hours, the sheriff's department would pick me up and jail me.

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[Ticket: # 503048 - Violation of net neutrality guidelines by Verizon beginning 6/22/15 onward](#)

**Date:** 9/1/2015 1:19:49 PM

**City/State/Zip:** Brooklyn, Alabama 11225

**Company Complaining About:** Verizon

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## **Description**

This my second follow-up to the above complaint. The speed has again reduced to .76 Mbps. It is apparent that Verizon now thinks that it is in the clear now that the complaint period for the above complaint has passed.

During the time period immediately following the filing of the above complaint, Verizon did comply, and provided speeds that were acceptable according to our plan, which is the "poor peoples' plan of 1 Mbs— which they constantly do not provide. If they do it is only after weeks of pleading and test after test, lots of midnight calls to technicians in India.

SpeedTest (Ookla Result)

<http://www.speedtest.net/my-result/4628372934>

Clearly, Verizon is retaliating to the above complaint this time.

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**Ticket: # 503990 - Internet Data Caps**

**Date:** 9/1/2015 5:03:36 PM

**City/State/Zip:** Davenport, Iowa 52806

**Company Complaining About:** Mediacom

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## **Description**

ISPs have the capability to provide unlimited internet. They are simply wanting to over-charge customers in a non-competitive environment where the customers have no other choice. Here is proof!

<http://www.dslreports.com/shownews/Comcast-Now-Charges-Capped-Users-30-If-They-Want-Unlimited-Data-134972>

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**Ticket: # 503316 - Comcast Xfinity 300GB per month limit hurting competition**

**Date:** 9/1/2015 2:24:49 PM

**City/State/Zip:** Plantation, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

Hello, please regard this as a formal complaint letter regarding the 300GB limit Internet email I recently received from Comcast Xfinity. I feel that this is an illegal practice aimed to increase Xfinity's monopoly on cable TV. Because so many people are cutting the cord and going to Netflix and Amazon prime services. With this 300gb per month limit, Xfinity is causing undue harm to customers by limiting their options to cut the cord and stream high def and 4k TV and Movie content from online competitors of Xfinity. This practice is illegal and must be stopped immediately.

Thank you,

(b) (6)

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[Ticket: # 503418 - trialing a new XFINITY Internet data plan 300GB limit](#)

**Date:** 9/1/2015 2:52:43 PM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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### **Description**

I do not wish to be part of this trial as the metering was lifted in 2012 as Comcast's vice president said "There isn't a cap anymore. We're out of the cap business,"

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**Ticket: # 503433 - Comcast Xfinity Data Capping**

**Date:** 9/1/2015 2:55:21 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast Xfinity notifying me that on October 1, 2015, they would be trialing a new XFINITY Internet data plan in my area. According to the email, I am limited to 300gb a month, but my average usage is more in the 700GB, because of 4 kids doing homework projects that are virtual school and takes up a lot of usage.

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[Ticket: # 503487 - Comcast is imposing data caps for their internet service](#)

**Date:** 9/1/2015 3:03:05 PM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** Comcast

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### **Description**

We are suddenly finding out that Comcast is trialing data usage caps in my area. I would like to officially complain to the FCC as this is something that customers of comcast never signed up for. I would like them to stop this and keep our internet fully open. We are already paying such high monthly reoccurring charges since they are almost like a monopoly. If you let this happen the free and open internet is doomed. Please don't let this happen.

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**Ticket: # 503515 - Comcast (Xfinity) Broadband Internet cap 300GB**

**Date:** 9/1/2015 3:11:51 PM

**City/State/Zip:** Ft. Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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### **Description**

It is disturbing how the company is now imposing a cap on the internet broadband service they offer. I have been a loyal customer to them but it is a strategic move in order to earn more money from its customers from the same service they used to offer. It also restrains customers from using streaming services like Hulu and Netflix.

Please help!

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[Ticket: # 503606 - Comcast Xfinity](#)

**Date:** 9/1/2015 3:30:03 PM

**City/State/Zip:** Miami, Florida 33131

**Company Complaining About:** Comcast

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### **Description**

Comcast Xfinity has defaulted on our contract and changed my current billing to a data plan with a cap or a much more expensive unlimited option. This violates what was agreed upon and basic consumer rights.

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**Ticket: # 503648 - Data Caps**

**Date:** 9/1/2015 3:43:24 PM

**City/State/Zip:** Coral Gables, Florida 33146

**Company Complaining About:** Comcast

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### **Description**

I was sold internet at 105 Mbps download. I have been informed that i am being capped at 300GB/month. At an average download speed of 65 Mbps, this means that I am allowed to download data for approximately 1.5% of the time during a month before I will run out. At max speed, the time is approximately 0.9% of a month.....and recently someone within comcast announced that this has nothing to do with capacity or service, that it is just a business decision. The business decision is to charge me extra to use the internet that I already paid for.

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[Ticket: # 503741 - comcast data cap](#)

**Date:** 9/1/2015 3:59:43 PM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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### **Description**

Amazing in the year 2015 Comcast impose us a cap on the use of internet, will this the result from the monopoly to the sole provider of service cable in FL?

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**Ticket: # 503770 - Comcast 300GB Cap in Florida (and 8 other states)**

**Date:** 9/1/2015 4:05:16 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

As you are aware, Comcast has been capping their customers in eight states to 300GB per month. Today (09/01/15), they have announced this cap is being placed on Florida customers. Please make them stop this nonsense! They already swindle us out of our money enough as it is by making us overpay on slower speeds than what they can offer. Now they're going to make us pay an additional \$30 to have "unlimited" data.

This is truly despicable and of course I expect nothing less from such a slimy company. I know the FCC has said they would look to put an end to it if Comcast imposes the cap nationwide, but is it not worth it to stop it already with nine states worth of customers being affected?

Please help us! Thank you for your time.

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**Ticket: # 503779 - Comcast Enforcing 300gb Limit**

**Date:** 9/1/2015 4:06:46 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

The greed of this monopoly needs to stop. Comcast increased everyone's speeds "for free" so we always go over 300gb. Now they want to charge for going over 300gb. They rigged it so you go over the limit. Remove the data limit. Break up the monopoly that Comcast has.

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[Ticket: # 505066 - Inability to access certain websites](#)

**Date:** 9/2/2015 5:51:26 AM

**City/State/Zip:** Las Vegas, Nevada 89178

**Company Complaining About:** Sprint

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## **Description**

I am unable to access websites and content that I consent to because I am unable to make changes to my account.

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**Ticket: # 503879 - Comcast 300GB Data limits**

**Date:** 9/1/2015 4:34:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast today informed consumers they would be setting a 300GB data limit on consumer products. While I would normally have no problem with a company charging what they wanted for their services Comcast is a monopoly. As such I am not free to leave their services for another cable provider.

I did ask about cancelling service and was told by the rep., Brandon, that Comcast does not consider adding the cap as a change to their service and would not allow customers to cancel contracts without paying an early cancellation fee.

So even if there were another company I could switch from Comcast would charge for early termination.

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[Ticket: # 503916 - Comcast throttling downloads from specific servers](#)

**Date:** 9/1/2015 4:44:53 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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## **Description**

I have a server that I run a website off of hosted in the Netherlands, and recently when I have tried to download assets from the server I have not been able to top 70KBps down, but when I'm uploading to the same server over the same connection I get nearly 20x the speed at about 1.2MB/s steady. This server has never had this issue before, as I used to get more or less symmetrical upload and download speeds to this server before the past week or so, and my provider has confirmed that they aren't experiencing network issues on their end.

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[Ticket: # 503943 - Comcast data cap](#)

**Date:** 9/1/2015 4:51:15 PM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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## **Description**

In the years to come I doubt that internet usage will decrease but on the contrary increase. What use to be normal usage will expand tremendously in the near future. As a concerned citizen and heavy internet user, I believe it is the fleecing of the American by setting such low data restrictions (300 GB) on internet usage. I have used 18GB in a FEW hours! It is wrong and "monopolus" for Comcast to charge overage fees on its customers without allowing data plan selection or unlimited plans. Moreover I believe it is a travesty to allow them to have these controls without the competition of a free market. I have no comparable alternative. It is likely that Comcast has instituted these measures purely for reasons associated with the "cord cutters". I would also add that streamers such as NETFLIX, HULU and Amazon and Sling TV will be affected by these caps.

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[Ticket: # 504006 - data-capping non-tv subscriber](#)

**Date:** 9/1/2015 5:06:08 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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### **Description**

We are being punished for not subscribing to their tv/phone services, opting for more competitive online based services

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**Ticket: # 504062 - New Comcast Caps**

**Date:** 9/1/2015 5:23:19 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Comcast started a new trail using 300GB caps, after which they charge \$10 for each additional 50 GB of usage. The other choice is instead paying a \$30 premium on top of their current monthly rate to avoid usage caps. This type of usage prohibits the use of streaming video and the ever increasing use of digital downloads for music, applications, and games. The problem is now I am stuck in a 2 year contract and where this was NOT part of the terms. This is only an attempt to take more money from customers.

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**Ticket: # 504183 - Comcast/Xfinity 300GB Data Cap In My Area**

**Date:** 9/1/2015 6:10:16 PM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

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### **Description**

Comcast/Xfinity has just today sent me an email that they have been a "trial" in my area of Homestead, FL to cap customer's broadband data usage to 300GB. This is incredibly unfair as it has now been years that Comcast has been offering me unlimited data and now they expect me to pay an additional \$30 per month to receive the services they were already giving me just yesterday. I sincerely hope that the FCC looks into this latest form of corporate greed in the telecommunication industry and rights it.

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[Ticket: # 504290 - Comcast DNS-Redirecting](#)

**Date:** 9/1/2015 6:42:36 PM

**City/State/Zip:** Triadelphia, West Virginia 26059

**Company Complaining About:** Comcast

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### **Description**

my ISP is Comcast and I have my DNS setup to use googles public DNS but Comcast hijacks my DNS Requests and redirects them thru their DNS servers, I want this practice to cease and desist. I wish my DNS traffic to be routed thru Googles DNS, not Comcast DNS.

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[Ticket: # 504306 - Comcast is the worst](#)

**Date:** 9/1/2015 6:45:55 PM

**City/State/Zip:** Ft Lauderdale, Florida 33316

**Company Complaining About:** Comcast

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### **Description**

They are now placing artificially low limits of 300GB and gauging customers for an additional \$30/mo.

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**Ticket: # 504422 - Comcast added a data cap of 300GB to my plan without any notice.**

**Date:** 9/1/2015 7:19:50 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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## **Description**

Comcast has now sent me an email that my plan now has a 300GB limit and that I will be charged \$10 when I pass the limit and that I must pay \$30 more monthly if I wish to get unlimited again. They basically raised my bill by \$30 because in this day and age, 300GB is nothing and they know everyone will need more than 300GB. Just because they do not have much competition in my area does not mean they should be allowed to just raise a plan by \$30 because they feel like it.

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[Ticket: # 504435 - Comcast imposing data cap](#)

**Date:** 9/1/2015 7:24:19 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

This is bullshit. Plan and simple.

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[Ticket: # 504692 - Comcast Data Cap](#)

**Date:** 9/1/2015 9:15:56 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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### **Description**

How can you guys allow a clear monopoly to not only exist but to then limit this country's data traffic all the while allowing them to offer official comcast streaming alternatives which dont count your cap. This country is falling way behind in internet infrastructure and you are allowing them to pull this? We need the FCC to work.

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[Ticket: # 504843 - comcast data caps](#)

**Date:** 9/1/2015 10:39:06 PM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to violate the net neutrality ruling made by the fcc.

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**Ticket: # 504793 - Comcast Xfinity Data Limits**

**Date:** 9/1/2015 10:05:45 PM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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**Description**

I received an email from Comcast today notifying me that they will be introducing monthly data limits to my Xfinity internet subscription (which is bundled with TV service) on a "trial" basis. As with most kinds of "limited" subscriptions, penalties will apply if my usage exceeds an arbitrary limit set by Comcast.

Data limits on home internet usage, no matter how big or small, fly in the face of the principle of the "open internet" that the FCC purports to support. They penalize users who happen to use websites that require more data use than others. This effectively discriminates against those kinds of websites and is disruptive to the everyday lives of the average consumer. This also penalizes subscriptions in households with multiple people using the service.

I'm writing this evening to implore the FCC assert its authority to investigate Comcast (and other internet providers who employ data limits on subscribers) and take whatever action legally available to you to ensure that customers are treated fairly under the "open internet" paradigm.

Thank you for your time.

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[Ticket: # 504878 - Comcast new data caps](#)

**Date:** 9/1/2015 11:12:19 PM

**City/State/Zip:** Fort Lauderdale, Florida 33308

**Company Complaining About:** Comcast

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## **Description**

I've just received an email from Comcast telling me that they're going to start charging me to keep my unlimited internet.

I also just signed a two-year contract before they even mentioned anything about this.

This seems like a ploy to limit other non-Comcast streaming services like Netflix, Hulu, Apple iTunes, etc.

What happened to net neutrality?

---

**Ticket: # 504884 - Metro PCS "unlimited data"**

**Date:** 9/1/2015 11:15:56 PM

**City/State/Zip:** Cibolo, Texas 78108

**Company Complaining About:** Metropcs

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## **Description**

Good evening, I recently switched to Metro PCS for it's unlimited data and I have the \$60 plan and I was told two different things. I was told that having unlimited data means I also have unlimited hotspot data, and then I was told when my internet was running at 14 kb/s that it was because I was only allowed 6GB of hotspot data. Now I do have the 4G LTE speeds but I was lead to believe that because I am paying \$60 a month that I would also have unlimited hotspot data because I was lead to believe that the hotspot used my unlimited data. Also I have to to pay \$5 per gb which is fine but like I said I was lead to believe something entirely different. And now they have cut my service when I was told I had til midnight to pay the extra two gbs I wanted because my payment didn't go through. I just don't understand.... Having internet is really frustrating. Especially since the hotspot data is separate why do they have to cut my service!

---

**Ticket: # 504891 - Comcast**

**Date:** 9/1/2015 11:24:27 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Since the FCC ruled on net neutrality, Comcast just notified me that in 30 days, my market's data will be limited to 300GB a month per household, and \$10 for every 50GB more (or \$30 more for unlimited data). This is an obvious and transparent way of punishing hardworking customers with a rate hike and transferring those charges to the cable customer in order to compensate Comcast for the FCC ruling on net neutrality . Furthermore, anyone who streams movies via services like Netflix, Hulu, Amazon, etc. will quickly deplete their data limits, forcing people to pony up the extra \$30. This must certainly violate some kind of anti-trust laws as well as circumvent the spirit of the FCC's ruling regarding forcing provider's to pay more for access by passing those charges on to the consumer. Please do not allow these modern day robber barons to perpetrate such a scheme upon us.

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[Ticket: # 504907 - Comcast unfair data caps](#)

**Date:** 9/1/2015 11:37:55 PM

**City/State/Zip:** Miami, Florida 33131

**Company Complaining About:** Comcast

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## **Description**

Comcast is now capping Internet usage to 300 GBs a month while charging an additional \$10 per 50 GB.

This is unfair to their customers, especially considering we have no viable alternatives in my area for high speed Internet. I'm not even close to being a heavy user and I get close to those 300 GBs every month.

This is also very unfair to streaming services like Netflix and their customers.

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[Ticket: # 505039 - Comcast data limits](#)

**Date:** 9/2/2015 3:26:43 AM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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### **Description**

Comcast has emailed that effective October 1 this year, they will be limiting data caps unless additional fees are paid.

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**Ticket: # 504950 - Comcast Data Capping**

**Date:** 9/2/2015 12:14:51 AM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## **Description**

Comcast has now started to impose a cap on our internet service. We are a multi device household with people who work from home and this cap severely impact us. Not only is this asinine and unfair, it seriously raises the issue of net neutrality. If Comcast were to try enacting a program like the “sponsored data” program AT&T has been trying out, it would have the potential to seriously distort the balance of online commerce. I strongly object to this and I know I am not alone. Comcast knows everyone hates them but because the home broadband market is so uncompetitive, it also knows that consumers in some markets have little choice but to suck it up and deal with them. Comcast is the only provider at my address. 300GB is small for a multi device family. We are outraged.

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**Ticket: # 504953 - Comcast Usage Caps****Date:** 9/2/2015 12:21:49 AM**City/State/Zip:** Miami, Florida 33196**Company Complaining About:** Comcast

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**Description**

Comcast usage caps are Entirely unfair. Comcast is the ONLY cable internet provider in my area and there are also no options for fiber. My family and I vary in our internet usage and can use well over 300gbs to well under. They are extorting their customers by asking for an extra 30\$ for an "unlimited" plan they already have. It is also not right due to the fact that there is no roll over options for limited plans. The argument that bandwidth is not shared fairly is contradictory if they are saying anyone with the extra money can use up the extra bandwidth. Comcast is a money hungry monopoly in most areas and something needs to be done. I have no choice but to succumb to their bullying because I HAVE NO OTHER OPTION. They are taking advantage and they know it. It also seems these caps are in place to deter customers from streaming from alternative sources and/or canceling their television service. Not to mention many customers will not realize these changes have been implemented until it is too late. Many customers are not tech savvy and will not understand the emails they send or how to navigate their unorganized website to determine data usage on their extremely unreliable counters. Many users also do not understand the size of a GB and what they can do with 309gb. Finally, the estimates of what a customer can do with 300GBS that Comcast is sending around is extremely extremely unrealistic.

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[Ticket: # 504963 - Comcast cap usage charge increase in Florida](#)

**Date:** 9/2/2015 12:28:40 AM

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

**Company Complaining About:** Comcast

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## **Description**

I have just been informed by comcast that we are part of a trial program to cap internet usage to 300. To receive our current unlimited usage, we will soon be charged \$30 a month additional. Just two months ago I signed a 2 year agreement with comcast for unlimited usage. If I were to breach this contract there would be severe charges. I do not understand, no think it's anywhere near fair, that comcast can change the terms of my contact at any time, for any reason, when I can clearly not. This is obviously a neutrality run around. As like the airlines and ice cream containers, comcast seems to either seems to take away services at the same price, or keep the same service for an additional price. However, this usagae CAP IS CRAP!!!!

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[Ticket: # 505058 - Comcast now imposing data caps unless I pay more?](#)

**Date:** 9/2/2015 4:20:18 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Dear beloved FCC,

This is completely ridiculous. I am from Miami, FL and now I see that our Comcast provider will be charging consumers \$30 extra for "unlimited" data whilst limiting our current plans to only 300 GB monthly. With an ever expanding reliance on cloud storage and online media in this modern age, Comcast is taking advantage of us consumers. I have no other ISP to realistically turn over to either. The FCC must not stand by and let the ISP's abuse their monopoly-like power.

Sincerely,

(b) (6)

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[Ticket: # 505121 - Comcast Xfinity](#)

**Date:** 9/2/2015 8:20:50 AM

**City/State/Zip:** Savannah, Georgia 31405

**Company Complaining About:** Comcast

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## **Description**

Comcast has been slowing my internet speed to a crawl over the past 2 months, I was willing to deal with it rather than paying an extra \$55 per month for Xfinity. Comcast has now blocked my access to the internet unless I pay for Xfinity...so I had to pay \$7.95 for one day of internet access so I could lodge this complaint! I am already paying Comcast \$173.96 per month for Internet and TV, I cannot afford an additional \$55 to have access to the internet (which I'm already paying for). Comcast is a monopoly in Savannah, GA where I live!

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[Ticket: # 505197 - Comcast monopoly and unfair practices](#)

**Date:** 9/2/2015 9:27:21 AM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** Comcast

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## **Description**

Comcast now wants to cap our data in South florida to 300gb/month in a time when streaming, gaming increase data exponentially every year. How many will be affected? What other options do we have when there are no competitors?

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[Ticket: # 505250 - Data Caps](#)

**Date:** 9/2/2015 9:47:16 AM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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### **Description**

Unnecessary capping of data for residential customers in areas that have little to no other options.

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[Ticket: # 505322 - new comcast charges](#)

**Date:** 9/2/2015 10:22:52 AM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** Comcast

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## **Description**

How can an annual unlimited use contract for 25 mbits for \$29.95 be altered to now include extra charges for use over 300 gig that can be \$30 or more. Contract says you can opt out without fees if they change it (why can a contract be changed once agreed? ) but since they don't think this is a change, they will charge fees if you want out. Pure BS. In my area they are a monopoly and should be controlled and not allowed to rip of customers. It's also unfair to providers of content since that is the biggest use of data. Nest, they will be altering up the cost of using comcast for content over your TV since they are limiting your ability to use other providers of content.

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**Ticket: # 505381 - email**

**Date:** 9/2/2015 10:41:51 AM

**City/State/Zip:** Edina, Minnesota 55424

**Company Complaining About:** Ether-mailer.com And Confhealthcare.com

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## **Description**

I have unsubscribed to the following email:

diveshk@ether-mailer.com; on behalf of; (b) (6) ],  
numerous times, and still receive 1-3 per week.

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**Ticket: # 505396 - Comcast 300GB cap in Florida**

**Date:** 9/2/2015 10:46:00 AM

**City/State/Zip:** Hialeah Gardens, Florida 33016

**Company Complaining About:** Comcast

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## **Description**

Hi and good morning.

A forum I frequent to posted this news article yesterday =

<http://arstechnica.com/business/2015/09/comcast-now-charging-30-extra-per-month-for-unlimited-data-in-florida/>

Basically, Comcast will implement a cap of 300GB to residents in Ft. Lauderdale, Miami, and the Keys. I live in Miami and I'll be affected by this. This cap is being implemented starting October 1st.

Thankfully, I won't be affected by this cap. Yet. Looking at the usage of my internet for the last three months it shows I've used less than 160GB each moth. But what if in the following months I begin to consume more media such as youtube, Netflix, and WWE Network? I am lucky that I am the only one in my house hold using the internet but what if I start having my parents use the internet more often? I could easily see a situation where, according to Comcast, I'd have to pay an additional \$10 bucks a month if I go a few GB over 300GB. For those \$10 bucks I would get \$50GB. But why? As of right now, I'm already paying >\$100 a month to have cable internet and cable, whereas other parts of the country have a great ISP in Google Fiber where speed are 1GBPS and have television included for \$130.

I would like to say that I'd go to a different competitor, and I would if I could, but AT&T is the only ISP competitor in my area and their speeds are awfully slow. So I'm left with Comcast, and if I decide that I want to go over 300GB every month from this October forward, I would have to pay \$30 extra every month just to have the 'privilege' to have an unlimited internet.

Thanks for letting me rant and have a great day.

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**Ticket: # 507687 - Comcast New Internet Data Plan**

**Date:** 9/2/2015 11:27:10 PM

**City/State/Zip:** Miami, Florida 33269

**Company Complaining About:** Comcast

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### **Description**

I recently received an email from Comcast stating that beginning 10/2015 they will introduce charges for Internet data usage. Comcast customers who are Internet only subscribers are being penalized for not subscribing to their over priced TV packages.

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[Ticket: # 506214 - ComCast - 300GB cap - regions of non-competition like Pembroke Pines, FL 33025](#)

**Date:** 9/2/2015 1:55:10 PM

**City/State/Zip:** Pembroke Pines, Florida 33025

**Company Complaining About:** Comcast

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## **Description**

Comcast appears to be targeting markets with Zero to no competition. In the case of Pembroke Pines, FL 33025, there is no competition to Comcast for Broadband Internet and cord-cutters seem to be on the rise. Therefore Comcast will benefit big time by instituting this cap. It's all about gouging people who have no alternative for the Internet utility.

I already pay way too much, I think, when their special is over.

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[Ticket: # 506227 - Comcast 300 GB data cap](#)

**Date:** 9/2/2015 1:58:47 PM

**City/State/Zip:** Miami Lakes, Florida 33018

**Company Complaining About:** Comcast

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### **Description**

Comcast will start charging customers \$10 per every 50 gigabyte gone over 300 gigabyte.

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**Ticket: # 506291 - Additional Charge for Data Usage**

**Date:** 9/2/2015 2:13:07 PM

**City/State/Zip:** Weston, Florida 33326

**Company Complaining About:** Comcast

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### **Description**

When I signed up for Comcast internet service, I was informed that I had unlimited data usage. This was important since our family uses Netflix. Yesterday, I received the attached email stating that Comcast was going to start charging additional fees for usage over 300GB per month. I complained immediately to Comcast. This new Comcast policy hurts people that do not pay for "cable bundles" and decided to use the internet for streaming services (such as Netflix). Additionally, Comcast is only doing this in "select trial areas" to intentionally reduce the number of complaints at any one particular time. This conduct hurts consumers. Thank you.

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[Ticket: # 506368 - Data usage cap](#)

**Date:** 9/2/2015 2:35:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has gone overboard with their trial market that they have in place since November 2013 while charging the customers for extra data usage.

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[Ticket: # 506385 - Comcast \\$30 a month cap removal](#)

**Date:** 9/2/2015 2:37:59 PM

**City/State/Zip:** Miami, Florida 33161

**Company Complaining About:** Comcast

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## **Description**

Comcast once again has found a way to extort more money from me. Their 300gb cap is way too low that i have Netflix and HBO GO, not to mention online xbox gaming and 3 sprint cell phones on my home wifi. We avg well over 1000gb per month so i have no choice but to pay the extra \$30 a month or lose all the above mentioned services. Brian Roberts is just upset that you killed his TWC merger and stopped his monopoly plan. poor him.

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**Ticket: # 506418 - Charter Business Internet in Georgia**

**Date:** 9/2/2015 2:46:43 PM

**City/State/Zip:** Lawrenceville, Georgia 30043

**Company Complaining About:** Charter

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## **Description**

Charter business internet will not allow a consumer to buy their own modem and supply them with the new MAC address. It has to be a charter modem. Charter modems do not allow you to set the data priority settings. All business phone systems are moving to cloud base VOIP systems. You cannot make any of them work smoothly with out giving that incoming and outgoing data priority. The sales reps told me Charter does that so your business has to use Charter Business Phone Systems. Their phones systems do not have high tech call queue systems that we require, only hunt groups. We have to buy an analogue system that is \$6,000. As a small business that hurts.

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[Ticket: # 506573 - Comcast to begin capping data in South Florida](#)

**Date:** 9/2/2015 3:38:14 PM

**City/State/Zip:** Miami, Florida 33145

**Company Complaining About:** Comcast

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### **Description**

Outraged that Comcast will begin capping data at 300 gigabytes and will be charging \$10 a month for each 50 GB users go over the cap. We are also given an option to pay a \$30 premium if they want to avoid being capped. So now what you're telling me, in order to avoid going over the cap I will have to supervise ALL the individuals and limit their streaming, this could cause my children to suffer in school since most of their classes are streamed online since they take online classes.

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**Ticket: # 506603 - Comcast - Data Cap on Residential Home Internet Service**

**Date:** 9/2/2015 3:43:39 PM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** Comcast

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## **Description**

I believe it is wrong of the utility companies to place a cap on how much internet data we can use. Personally I do not come near the cap, however, I believe it is simply another way for a million dollar corporation to place more restrictions on its customers. We are already faced with a monopolistic availability of options based on region specific Internet Service Providers being available in our area, it does not help to grant a single large utility so much control over what the consumer's already pay a nice amount of money to now be restricted.

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[Ticket: # 506826 - Comcast Caps](#)

**Date:** 9/2/2015 4:41:13 PM

**City/State/Zip:** Schenectady, New York 12305

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging \$30 for "unlimited" internet so they can charge customers more for using more services.

I believe this is against neutrality since more people who "cut the cord" use more data.

This is a way to get Comcast to charge more money or make up their loss for these cord cutters.

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**Ticket: # 506983 - Data Caps**

**Date:** 9/2/2015 5:21:07 PM

**City/State/Zip:** Carlinville, Illinois 62626

**Company Complaining About:** Comcast

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**Description**

<http://stopthecap.com/2015/09/01/comcast-introducing-usage-caps-in-florida-then-offers-30-option-to-get-back-unlimited/>

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[Ticket: # 507740 - Comcast Data Caps](#)

**Date:** 9/3/2015 1:14:10 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun charging extra for data usage over the arbitrarily chosen "cap" of 150 gigabytes a month. This is not done because of increased costs associated with internet services provided; it is done to help compensate for losses in income caused by Comcast's inept billing, indifferent customer service and outdated business model. It needs to stop.

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**Ticket: # 507141 - Unlimited internet comcast**

**Date:** 9/2/2015 6:13:17 PM

**City/State/Zip:** Miami, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

"Comcast will begin charging extra for a service that i already have. My family has cut costs by moving from regular cable TV to over-the-internet Live TV service. We've been grateful for such technology and it has greatly improved our family finances.

Comcast has now come up with a plan to cap all data for 300gb in the South Florida area and if we pass it we get charged \$50 for an additional 50gb. I am forced to pay extra \$30 for a service i already have in order to keep my existing unlimited data plan with Comcast since there are no other internet cable companies in my area.

This is just another nail on the coffin to show how horrible Comcast is.

Please, help us with this issue. You guys will be hearing a lot more about it in the coming days from fellow South Floridians.

Thanks."

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[Ticket: # 507157 - Internet Cap](#)

**Date:** 9/2/2015 6:16:29 PM

**City/State/Zip:** Miami, Florida 33130-3399

**Company Complaining About:** Comcast

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## **Description**

Comcast is now capping internet usage at 300GB/month in South Florida. This is a massive change in the terms of service and they will not allow me to cancel my contract without a cancelation fee.

They are also anti-competitive in this part of the US.

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**Ticket: # 507267 - Comcast Data Limit**

**Date:** 9/2/2015 7:01:10 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Comcast is changing the terms of my service to limit my use

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We will also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The median usage for XFINITY Internet customers is 40 GB of data in a month. And based on your recent usage history, it appears this new 300 GB data plan will not impact you. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below.

Here are the details of the plan:

While we believe that 300 GB is more than enough to meet your Internet usage needs, if for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

Here are the details of the Unlimited Data option:

If you don't want a 300 GB data plan, the new Unlimited Data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data. You can choose to enroll in the Unlimited Data option at any time for an additional fee of \$30 a month, regardless of how much data you use. Enrollment in this option goes into effect on the first day of the subsequent calendar month. For additional information, [click here](#).

Here are a few tools for you to easily track and manage your usage:

Usage meter – Track how much data you have used each month with our usage meter.

Data Usage Calculator - Estimate your data usage with our calculator tool. Simply enter information on how often and how much you typically use the Internet, and the calculator will estimate your monthly data usage.

Notifications - If you are on the 300 GB plan, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of your monthly data usage plan amount. You can also elect to receive notifications at additional thresholds as well as set up mobile text notifications. Learn more about notifications [here](#). Notices will not be sent to customers who enroll in the unlimited data option.

If you have any additional questions about the new data usage plan, please see our [FAQs](#).

Thank you for being an XFINITY Internet Customer.

Sincerely,

Your XFINITY Team

Please note that this is a consumer trial. Comcast may modify or discontinue this trial at any time. However, we will notify you in advance of any such change.

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**Ticket: # 507216 - Comcast Monopoly - Rate Hikes**

**Date:** 9/2/2015 6:37:05 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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### **Description**

Comcast is a monopoly. How are they allowed to continue doing business as they are?

Here is a well-written summary of my complaint: <http://www.dslreports.com/shownews/Comcast-Charging-30-to-Avoid-Usage-Caps-is-Us-Being-Fair-134985>

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**Ticket: # 507283 - Buckeye Cablevision Data Usage Caps**

**Date:** 9/2/2015 7:12:50 PM

**City/State/Zip:** Madison, Wisconsin 53705

**Company Complaining About:** Buckeye Cablesystem

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### **Description**

Hello, Buckeye CableSystem implemented bandwidth caps on all their cable internet plans a few years ago. They haven't changed anything since the FCC ruling on the internet being a utility. My parents have no other option for internet or cable, so they have to use Buckeye, unless they want dialup.

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**Ticket: # 507310 - Comcast Usage Caps In Miami**

**Date:** 9/2/2015 7:26:11 PM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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**Description**

Please prevent Comcast from imposing internet usage caps in Miami.

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[Ticket: # 507321 - Comcast Data-cap complaint](#)

**Date:** 9/2/2015 7:31:53 PM

**City/State/Zip:** Clinton, Tennessee 37716

**Company Complaining About:** Comcast

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## **Description**

I live in Clinton, TN and have only ONE option for broadband internet--Comcast. They have put a data-cap of 300gb on a number of cities (mostly in the Southeast) and charge for any overages. This is onerous, especially to people like myself who rely on internet streaming services instead of expensive cable TV packages. The FCC should not allow companies who have been given a de facto monopoly on broadband to impose data-caps on customers to punish them for using streaming services instead of subscribing to their expensive cable packages.

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[Ticket: # 507339 - Comcast Internet Caps](#)

**Date:** 9/2/2015 7:42:45 PM

**City/State/Zip:** Miami, Florida 33125

**Company Complaining About:** Comcast

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## **Description**

Comcast is now going to implement a policy that puts limits on my internet usage at home by creating an artificial scarcity through their new internet cap policy that will charge their customers extra if they go past the 300 GB cap. The other option given to us is to pay an extra \$30 a month for the same service we had before. We already have extremely limited choices when it comes to internet providers, this new policy is taking advantage of the lack of competition to squeeze more profits from its customers.

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**Ticket: # 507424 - Comcast's Data Usage/Cap**

**Date:** 9/2/2015 8:35:34 PM

**City/State/Zip:** Miami, Florida 33147

**Company Complaining About:** Comcast

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### **Description**

I received the email about my unlimited internet service from Comcast being converted to usage-based, with a 300gb cap before overage charges kick in. I work for the State of Florida and I telecommute every single day. This is unfair to all consumers, but doubly unfair to those of us who telecommute and NEED the unlimited internet to make a living. I am a family of one (1) and the only heavy usage I have is while at work. I cannot afford to pay overage charges just so I can keep a roof over my head and eat.

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[Ticket: # 507519 - Comcast Broadband Cap](#)

**Date:** 9/2/2015 9:16:27 PM

**City/State/Zip:** Cordova, Tennessee 38016

**Company Complaining About:** Comcast

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## **Description**

When I enrolled in Comcast I had unlimited internet. Now we are subject to a cap and overage charges on a monthly basis. This is deceptive and unfair and a violation of the Net Neutrality. Now every month I receive a charge.

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**Ticket: # 507525 - "unjust and unreasonable" rates**

**Date:** 9/2/2015 9:20:04 PM

**City/State/Zip:** Lauderhill, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

I have been paying Comcast extra money for years for an advanced program, "Performance Internet". Now they are saying that on Oct 1, 2015 my internet only bill is going to go up by 50% because of data usage. Even their own home pages and their news services are cluttered with movies that auto load, using much more data then I asked for. So I am to be charged for a bunch of advertisements and celebrity nonsense because they want to cap my data. \$99 a month for internet only is unjust and unreasonable.

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**Ticket: # 507561 - Comcast Data Caps for Home Internet**

**Date:** 9/2/2015 9:49:30 PM

**City/State/Zip:** Monroe, Georgia 30655

**Company Complaining About:** Comcast

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## **Description**

Comcast currently charges a fairly high flat rate price for internet access as well as putting a bandwidth cap of 300GB per month in some select areas. I happen to live in one of those areas with a family of four. It is not a question of if we will hit the bandwidth cap each month, it's a question of how much extra Comcast will be charging us. With HD video, digital games, and normal everyday browsing a modern family will easily clear 300GB of data each month. Please, step in a force Comcast to stop gouging it's customers, many of us live in markets with only one real broadband provider and can't send a message with our wallets, we're relying on the FTC to stand up to Comcast for us.

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[Ticket: # 507570 - Comcast imposing unwanted data caps](#)

**Date:** 9/2/2015 9:52:57 PM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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## **Description**

Comcast has received federal funding to build its infrastructure and now wants to gouge consumers even more limiting the data I can use. I am a programmer that works from home and find this unacceptable, but I have no other choice for cable internet. Please step in and protect us citizens. Thank you.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible at the top left of this redacted area.

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[Ticket: # 507703 - Comcast data caps](#)

**Date:** 9/2/2015 11:48:04 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

Comcast has no business imposing imaginary caps on land line data. They incur the same cost regardless of how much data anyone uses. It also changes the agreement terms of sale. This is why people are dropping cable services.

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[Ticket: # 507783 - Comcast Data Caps](#)

**Date:** 9/3/2015 4:25:22 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

I am tired of the unethical practise of Comcast forcing me to adhere to a monthly data limit. They are purposely preventing the good people of the US from being able to stream TV content over their internet connection because they have a competing project.

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**Ticket: # 507914 - Xfinity/Comcast**

**Date:** 9/3/2015 9:14:30 AM

**City/State/Zip:** Miami, Florida 33145

**Company Complaining About:** Comcast

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## **Description**

I have been notified by Xfinity/Comcast starting October 1st that they will be capping our internet usage which to me seems like they are trying to cap the people ability to voice their option and discovery new things through the internet. This is preventing other companies' growth and development, and overall advancement in this arena. To add more color to this story I have no other choice but to have Comcast, as there is no other provider allowed in my neighbor, even AT&T does not have access to our area. The only choice I have to Direct TV for cable, however I have no other viable alternatives to Comcast for my internet. In addition the only way I have Comcast unlimited internet is have to bundle, which means I would have to have cable TV or phone with them. This to me is like going to grocery store wanting to buy tomatoes, however then I'm told they only way you can get tomatoes for that price is you have to buy cabbage, or you will end up paying double to cost for the tomatoes you want. Does this sound right to you, because it doesn't to me?

Do to the constant merging of communication company while we just stand by is causing the ability of these companies to be able to give people no options but have to go with their services, and to me this goes against everything that we are about in the United States of America. This is a monopoly, however they are going unchecked and there dictating what people are doing.

I hope you understand that this is a top issue for today. I'm a generation that lives on the internet. My son's school has online education that he was to be able to do at home, and there I have no choice but to have internet. AS I have to have internet and due to the cost of it going up, I wanted to cancel my cable. But, I can't as the only way I can have unlimited is to bundle. So, again no choice. Please put a stop to this, we need more choices, we need someone to actually stand up to these huge companies, causing our country to be stifled to grow. Internet TV is a new industry, and the cable companies are trying to put a stop to it. We deserve choices. I should be able to spend my hard earn money for shows I want to watch, and not be forced to watch what Comcast wants me to watch.

Thank you,

(b) (6)

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[Ticket: # 507959 - Data Capping](#)

**Date:** 9/3/2015 9:44:57 AM

**City/State/Zip:** Wilton Manors, Florida 33311

**Company Complaining About:** Comcast

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## **Description**

I have recently been informed by Comcast that they are now CAPPING my data and it is an "experiment" in my area.

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[Ticket: # 507970 - Comcast Internet data caps and usage-based billing](#)

**Date:** 9/3/2015 9:47:54 AM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

---

## **Description**

Comcast is limiting residential customers to 300GB of usage per month, after which an over limit fee of \$10 per 50GB applies. In an age where entire cities enjoy free Internet access for all, why are we overpaying for this service? Comcast has monopolized the market, as they have no competitors in the Miami area (all the wiring is theirs). How can Comcast be allowed to do this? They are simply forcing consumers into their cable TV programming, which is less than desirable AND expensive. Those of us who prefer online video providers, such Netflix or Amazon Prime Video, will be now forced into Comcast's cable programming. This is FRAUD!

---

**Ticket: # 507990 - Xfinity added Data cap to my service which did not exist when signed up.**

**Date:** 9/3/2015 9:54:24 AM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

When I signed up for my infinity internet account I had unlimited data usage, not on Oct 1 2015 they will put a 300Gb cap on my account.

I feel this is a bait and switch, I now cannot use my service as intended without paying extra fee's over what they advertised when i opened my account with them.

In affect I will be billed more for using the same amount of data from when I first opened my account.

---

[Ticket: # 508037 - Charging for unlimited data for home internet](#)

**Date:** 9/3/2015 10:13:36 AM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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### **Description**

I have always had unlimited data for my internet at home, and now comcast is trying to charge for data.

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[Ticket: # 508148 - Comcast usage limits](#)

**Date:** 9/3/2015 11:06:04 AM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a system of capping customer data usage, charging extra for gigabytes used over the allotted amount. Seeing as how data is not, in fact, a limited physical commodity, there is obviously no purpose for this except to line the pockets of the company while harming the health and growth of the Internet at the customer's expense.

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**Ticket: # 508154 - Comcast Data Usage Charge****Date:** 9/3/2015 11:07:08 AM**City/State/Zip:** Davie, Florida 33328-6936**Company Complaining About:** Comcast

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**Description**

I received an email from Comcast indicating that they will begin charging data use fee for amounts exceeding 300GB effective October 1. They are saying they are "trailing" the service in our area and offering unlimited data package for \$30. I already surrender a ransom to them every month and now they're going to tack on another \$30? This is insane !!! What are they offering me that's better for the extra \$30? Nothing....They have virtually no competition in my area so they got us over a barrel. It's also obvious that their use of the word "trailing" is a code word for Vaseline because it sure looks like they're going to stick to us! Please.....don't let them get away with this!!!

---

**Ticket: # 508279 - Comcast violating Net Neutrality by imposing Bandwidth Cap**

**Date:** 9/3/2015 11:58:26 AM

**City/State/Zip:** Lauderhill, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

I received an email a few days ago informing me that Comcast will now be limiting internet usage to 300gb of data for all of it's highspeed internet users. I have 75 Mbps connection and multiple devices at home, so internet streaming is a large part of our household. I was sold on the "idea" that I was entering into a contract for an unlimited amount of data usage and this cap is a direct violation of my service agreement as well as a violation of the net neutrality act. Please add me to the obvious pile of customer complaint against this tyrannical Giant in hopes that they will squash this before it is put in place. Their own service box, the X1 DVR uses the majority of my monthly bandwidth just to run and record, so you see this isn't a matter of me or my family overusing the internet, its more that we are now being asked to pay an additional \$30.00 for unlimited access a service that we have been able to use for no additional amount up until now.

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**Ticket: # 508434 - Comcast Unfair Broadband Data Cap**

**Date:** 9/3/2015 12:46:41 PM

**City/State/Zip:** Miami, Florida 33145

**Company Complaining About:** Comcast

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**Description**

I received a notification today that Comcast is planning to put a ceiling on the amount and quality of the content that I consume online. They are imposing a 300Gb cap to my subscription and are offering to not cap my connection if I pay them an additional \$30.00 on top of what I'm paying today. This amounts to unfair practices and I want to formally file a complaint as this is definitely something that threatens my choice to use the Internet freely and to the openness of the web.

---

[Ticket: # 530582 - Keep political ad away from a Disney cartoon](#)

**Date:** 9/15/2015 4:57:09 PM

**City/State/Zip:** New Carrollton, Maryland 20784

**Company Complaining About:** Youtube

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### **Description**

I was just trying to watch The Little Mermaid. An ad came on. It was whining about other countries. There are too many ads on the internet. Plus, this is a kid's cartoon. This ad needs to be blocked.

---

**Ticket: # 508666 - Bogus company offering work & refusing to pay for services rendered**

**Date:** 9/3/2015 2:03:53 PM

**City/State/Zip:** Tucson, Arizona 85739

**Company Complaining About:** Merlin Pl

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## **Description**

Hello (b) (6) !

Thank You for your reply.

We have received your application for the work position:

(b) (6)  
[REDACTED]

My name is (b) (6).

I am a specialist of the MERLIN company and I will be your personal consultant.

First of all I would like you to study the details below and to make a decision about our partnership.

I am ready to answer all your questions if you have any.

Please learn each part of the position carefully:

### **1. ABOUT OUR COMPANY:**

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We represent the American agency of a major European company MERLIN.

For more information please visit our website: <http://www.merlin.pl>

For many years we have become the largest online-auction in Europe.

The number of our users has exceeded 15 million. Every day there are more than 1 million transactions made.

Currently we develop the North American market . The US economy is the most powerful economy worldwide and their banking and payment systems work comfortably and stably .

All these factors provide a basis for profitable cooperation of American and European customers.

There is only one problem that must be resolved - the language barrier.

Every day we are in correspondence with our employees and customers from the United States. English is not our native language. Furthermore, American English and European English have a number of differences that can bring some inaccuracy in our communication.

Our correspondence has a business character and it is often associated with finances.

Any inaccuracies may distort the text and eventually bring to the complete misunderstanding of the meaning worded.

We hope that you are a responsible person who can proofread our business correspondence.

## 2. JOB DETAILS:

---

Every work day ( Monday - Friday ) you will receive from us texts for editing to your e-mail. You will have only 24 hours to complete them. But the job will take only 30 minutes minuts no more.

You can do this work at any time and in any text format convenient for you and use any program. After you have finished editing the texts - send your corrections back to us.

Every day we calculate the amount of the text content and inform you of your balance.

### Attention!

It's very important that you will mark our e-mail address, because it's difficult to communicate with you if you will not find our letters on time.

Please check emails from us every day and check all folders, because we send you emails every day.

## 3. SALARY:

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1. You will be paid by \$5 for 1Kb of text (1Kb = 1024 symbols).  
You will receive about 8-10 Kb daily.  
You can earn \$40 to \$50 daily. Every day we will inform you of your balance.

2. Payment is made once a month, the first payment is made in 30 days after you have started working.  
(1st month is a test period to check your responsibility and communication skills, after this we may sign a agreement with you. We will list everything in it such as Taxes, expenses, fees, interests and everything else necessary to have a health partnership with You.  
After the signed Agreement you will get paid twice a month. Career growth is possible.

3. We use PAYPAL system for payments. It's very safe.  
You do not need to provide us any of your personal information.  
You should have a PayPal account (Verified ).  
We will send you all payments on your paypal account.

P.S.

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We hope you find the work is interesting.  
We are waiting for your reply and you will be able to start immediately.

Sincerely Yours,

<http://www.merlin.pl>

THIS COMPANY HAS SINCE CEASED TO TALK TO ME - THEY OWE ME \$160 FOR SERVICES RENDERED

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[Ticket: # 508902 - unfair parsing of service](#)

**Date:** 9/3/2015 3:08:37 PM

**City/State/Zip:** Danville, California 94526

**Company Complaining About:** Comcast

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## **Description**

My residential internet is constantly going down and has constant outages, yet my business 2 miles away has no issues with outages or going down. Comcast does not support residential internet in the same manner as business.

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**Ticket: # 508920 - Open Internet**

**Date:** 9/3/2015 3:14:23 PM

**City/State/Zip:** Foresthill, California 95631

**Company Complaining About:** Sebastian

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### **Description**

I'll Tell my story. I had a lot of buffering streaming movies. I went to Sebastian Telephone. For another \$10.00 they would up the speed. I signed on and my Bill Jumped from \$44.90 to \$69.70 with a \$10 credit for 3 months. AT the end of 3 months it will be \$79.79. I was not told the rate I was paying was going to change. Their reason was they did no offer that rate any more. the old rate was 44.90. Sebastian is the only internet service provided. The problem I have is still there just not as bad.

---

[Ticket: # 509063 - Comcast data cap and per usage fee](#)

**Date:** 9/3/2015 3:50:45 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Comcast

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## **Description**

The internet should be a public utility with unlimited usage.

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[Ticket: # 509124 - Throttling \(2nd\) by AT&T](#)

**Date:** 9/3/2015 4:10:49 PM

**City/State/Zip:** Hoboken, New Jersey 07030

**Company Complaining About:** AT&T

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## **Description**

I am a customer of AT&T wireless, and subscribe to a cellular plan that provides for unlimited data. On today's date, September 3rd, 2015, I received a text message from AT&T indicating that my data usage is approaching 5GB and if it exceeds 3.75 GB I would have my network speeds reduced at times and in areas with high congestion. This is the 3rd such text I have received in as many months, and the second formal complaint I am filing.

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**Ticket: # 509130 - internet scam**

**Date:** 9/3/2015 4:12:42 PM

**City/State/Zip:** Lagrange, Kentucky 40031

**Company Complaining About:** National Association Credit Management Usa.

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## **Description**

received this email . Never heard of them. They are trying to extort money from me with blackmail and threats

I am (b) (6) from National Association Credit Management USA. Reason of this email that we have registered a case against you.

Apart from getting laid off by your current employer after we send them the legal notice you will be blacklisted from getting any job.

Through an IRS (Internal Revenue Service) your Social security number will be put on hold causing severe damage to your credit history or credit report and your income paychecks will be put on hold.

Any child support, Disability, Unemployment or retirement benefits will be either place on hold or will be stopped until the outcome of the case.

Our primary job was to notify you about the case before we send you legal document in the mail because once this case gets registered then we won't be able to help you out of court. Our client is least interested in getting the money at this point as they want to just go ahead and start taking legal actions however we wanted to contact you and give you last chance to resolve this case out of court.

If you take care of this out of court then we will release the clearance certificate from the court and we will make sure that no one will contact you in future.

Please let us know what your intention is by today itself so we can hold the case or else we will meet you in court house.

Best Regards,

(b) (6)

National Association Credit Management

## **Important Notes**

§ Important documents have been attached with E-mail

§ You must Download the attached file and look attentively at.

§ This is very Important don't disregard intentionally

§ Click the name of the attached file in the attachment area just below the message's recipients and above the message text.

CASE FILE NUMBER: (b) (6) SUBJECT: LAWSUIT

(b) (6)

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**Ticket: # 509521 - Linux**

**Date:** 9/3/2015 6:19:07 PM

**City/State/Zip:** Albuquerque, New Mexico 87125

**Company Complaining About:** Me

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## **Description**

I have been reading that your new rules will interfere with free/open source software/OSs. I can't believe you want to do this. Why can't we use our computers the way we want to. They are ours. I don't believe we should be forced to use monopoly software such as windows/mac but I believe that you want to do that because you can just get info about us right from the companies. I believe that this is infringement on our civil liberties and should be put to a stop.

<https://archive.is/tGckU>

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[Ticket: # 509800 - AT&T breaking law northern california](#)

**Date:** 9/3/2015 8:14:51 PM

**City/State/Zip:** Arcata, California 95521

**Company Complaining About:** AT&T

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## **Description**

AT&T internet and cell service has been down for the last 7 hours. A fiber optic cable was cut in Hopland. However, there is a tax payer funded optic cable running east to west. AT&T customers who have higher bills still have internet access. Could they be giving access to high paying customers only?

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**Ticket: # 509845 - Stop Comcast internet data caps and 'unlimited' usage fees**

**Date:** 9/3/2015 8:40:39 PM

**City/State/Zip:** Coconut Creek, Florida 33063

**Company Complaining About:** Comcast

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## **Description**

Data-caps and usage fees are a critical threat to the internet and can no longer be ignored. Data-caps and usage fees hinder innovation and greatly limit educational and business opportunities over the internet.

Unlike cellular service, the majority of the United States does not have several options when it comes to choosing a home Internet Service Provider. Comcast has few competitors and is essentially a monopoly in a significant amount of residential areas in America.

I personally don't use over 300 GB a month but I would change providers if I was able to over this matter. I cannot, and that is a problem.

Please do something about this.

---

**Ticket: # 509910 - Videos with strobelights**

**Date:** 9/3/2015 9:26:32 PM

**City/State/Zip:** New Carrollton, Maryland 20784-2940

**Company Complaining About:** Youtube

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## **Description**

I'm sensitive to strobe lights. It's hard for me to avoid certain videos, YouTube don't warn anybody. Plus, we deserve to block videos with strobelights. People with seizures deserve to feel good about having videos on the internet. I was watching the Power Rangers. To be honest, one of the actors ended up having a seizure. We need better website for people with seizures. If a video online uses a strobe light, there should be a warning before the video starts. It's easy for me to watch the wrong videos. One of the actors had a seizure. Sending u a photo of him

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[Ticket: # 510240 - Comcast data caps](#)

**Date:** 9/4/2015 9:04:13 AM

**City/State/Zip:** Hialeah, Florida 33013

**Company Complaining About:** Comcast

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## **Description**

Please talk sense into them. The internet is the future. We should be getting fatter internet for free, not getting milked by Comcast for everything we got. The economy of the internet will suffer from this. They make more than enough, and we have too many taxes as is. Now more with Comcasts plot to make an extra billion? Tell them to upgrade infrastructure instead and give us faster internet!!

---

[Ticket: # 529018 - Comcast refuses to let me use HBOGo on my PS3](#)

**Date:** 9/15/2015 3:24:47 AM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Comcast

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### **Description**

Exactly as it says. If i bought a xbox i could use HBOGo, But not playstation? That's not right or fair.

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**Ticket: # 510378 - DATA USAGE on Comcast**

**Date:** 9/4/2015 10:40:27 AM

**City/State/Zip:** Miami, Florida 33172

**Company Complaining About:** Comcast

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## **Description**

Have received a notification that I will need to pay additional fees if I go over 300GB/monthly, and the fee will be \$10 for each 50GB that I go over.

Already paying a higher cost plan which is the: Extreme 105, which is the purpose to pay more to get a restriction on it?

My average usage is around +380GB/month so I will need to at least \$20 for the overage or pay the unlimited option of \$30 per month which i think is not right if i'm already paying for more services.

Have 3 kids and most of their homework is using internet now, during the summer the usage went a little down.

---

[Ticket: # 510438 - Unable to view my internet usage and unable to determine if usage is capped](#)

**Date:** 9/4/2015 11:04:28 AM

**City/State/Zip:** Jeannette, Pennsylvania 15644

**Company Complaining About:** Comcast

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## **Description**

In the past, a field on my Comcast page indicated my usage during the current month, with the text (I am paraphrasing this) "Enforcement of the 250gb threshold is currently suspended"

I have been worried that some day, they will begin enforcement of this "threshold" without telling me, so I check frequently to be sure that that statement remains clearly there, as well as take a look at my data usage according to their metering methods.

Attached is the current view, they are not currently showing my data usage, or the message indicating whether or not my internet data is unlimited. I do not feel that is acceptable, if Comcast plans to meter usage in the future, there is no way for a consumer to know their true usage according to Comcast.

Also, if this is how they begin "trialing" a usage cap in an area it is a very sneaky way of doing it.

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**Ticket: # 510532 - comcast -**

**Date:** 9/4/2015 11:33:27 AM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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## **Description**

Lack of competition. Increase in prices. Reduction in service. Higher costs and caps on the amount of bandwidth. Service regularly cuts out. Support is horrible. Currently paying over \$70 mo just for Internet service. Have an account in NJ, and SC. Called 2x over the years to combine accounts. After hours they can't get things straight.

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**Ticket: # 510633 - Facebook Scam !**

**Date:** 9/4/2015 12:13:21 PM

**City/State/Zip:** Denver, Colorado 80223

**Company Complaining About:** Facebook

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## **Description**

A person by the name of (b) (6) is claiming to work for Facebook and attempting to lure me to pay \$450.00 to receive a Facebook Lottery winning of \$650,000. She also claims to work under a (b) (6) of Facebook. This is too good to be true . If someone like her can convince a thousand people a day to pay \$450 someone just made nearly a half a million. e of the content of Scam : : Your CHECK and other relevant documents coming with your check is protected by a hardcover insurance policy, which makes it impossible to deduct any amount from the money before remittance. This means that the above charges cannot be deducted from the CHECK and hence must be provided by you before your parcel is shipped.e of the content of Scam :

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**Ticket: # 510661 - Comcast Data Cap**

**Date:** 9/4/2015 12:19:38 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

My name is (b) (6), I'm a Comcast user in Georgia.

I have heard that Comcast in Knoxville is beginning to rollout a fee for additional data usage. (+10 per 50gb a month)

As a nearly lifelong internet user, and in this expanding age of streaming video, online games, and cloud storage, I think this is a terrible burden to place on customers that already have to deal with slow internet, and substandard customer service.

I additionally think this is just another way that Comcast wants to try and enrich itself and bypass the ruling earlier this year prohibiting them from setting up an internet fast lane.

This is happening in Knoxville. But I want to make it clear to Comcast that this sort of behavior is unacceptable from the get go. Because I don't want such restrictions placed on my internet here.

Please prohibit them from enacting this unfair usage fee in Knoxville and throughout the country. Thank you.

(b)

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**Ticket: # 510688 - Comcast restricting Internet usage by capping 300gb per month**

**Date:** 9/4/2015 12:30:14 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

I received notice that Comcast is going to start restricting broadband internet usage by capping my account to 300GB per month, in South Florida, and with a \$10 penalty with each 50 GB block that I go over. To alleviate the problem, they are extorting their customers by allowing them the option to pay them \$30 extra on a monthly basis for unlimited usage of their broadband usage. This move will make broadband internet a luxury to myself (and one that I might not be able to afford in today's economy) especially when they hold a virtual monopoly on internet service in my area. The only other internet provider in my neighborhood is AT&T who only offers dial up internet , not even DSL.

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[Ticket: # 510881 - Comcast charging for free use of internet.](#)

**Date:** 9/4/2015 1:49:11 PM

**City/State/Zip:** Knoxville, Tennessee 37918

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting a limit to how much data can be used by customers in my area. This seems to be a way to get around Net Neutrality and limit what a customer can use the internet for. With the limit they have put upon the data usage, it is almost impossible to stay within the usage and be able to play games, watch Netflix, or use Skype to contact loved ones far away.

This to me sounds like what would of happened if they had been able to put in the "fast lanes" they wanted to put in before that you voted against.

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[Ticket: # 511027 - Illegal porn site.](#)

**Date:** 9/4/2015 2:24:15 PM

**City/State/Zip:** Brooklyn, New York 11209

**Company Complaining About:** Comcast

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### **Description**

I've been getting Ashley and Madison pop up porn ad's and i would like for them to stop thank you. These people are behind child pornography rings and need to be shut down. Thank you.

---

[Ticket: # 511165 - Limit on Bandwidth](#)

**Date:** 9/4/2015 3:09:00 PM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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### **Description**

COMcast is now limiting the bandwidth provided per month to customers. I only watch netflix and hulu and based on their calculations i use up over 650GB of data per month. This is ONLY light web traffic and all netflix and streaming. I believe they are calculating these data percentages wrong and this is basically changing their agreement after they provided no cap on the service for years. There has to be something illegal or wrong with what they are doing. E

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[Ticket: # 511169 - Comcast usage caps in south Florida](#)

**Date:** 9/4/2015 3:11:12 PM

**City/State/Zip:** Sunrise, Florida 33323

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced they are starting a TRIAL of usage caps in Fort Lauderdale, Miami, and the Keys.

It's called a trial but comes with real financial fines for overages and a bald-faced extortion scheme to buy unlimited data.

This stifles innovation because it permanently limits streaming amount to 300GB for all customers who will not fork over the additional 'compliance fee'.

My association is a Comcast monopoly. We ONLY have Comcast internet and TV by wire and it's against HOA rules to put up a dish. Therefore, we are held hostage to this decision unless we sell our condo and move.

Finally, the Comcast usage tool is amateurish and criminally vague and minimal in that it does not show a breakdown either over time period or by traffic type. This is intentional by Comcast because there is no method to identify the amount of traffic the modem uses that is NOT actual consumer usage in any given month.

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[Ticket: # 511563 - capping internet usage for home users](#)

**Date:** 9/4/2015 5:42:28 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

When I moved to Georgia, I see comcast capping on internet usage. Why is the trial on capping internet is taking more than 2 years. If there should be a cap, then their should be different rates for home users to pick on different cap. I don't hear this from other internet users in different cities.

---

**Ticket: # 511836 - Comcast Internet service nightly disconnection**

**Date:** 9/4/2015 8:46:05 PM

**City/State/Zip:** Los Altos, California 94024

**Company Complaining About:** Comcast

---

**Description**

Hi,

Every night Comcast shuts off my internet service for an half hour to and hour starting at 11 PM. I have talked to them and ask them why and they say it is do to load sharing, yet 11 PM PST is when no one is using the internet. I work from home and work all hours. They say they will stop shutting off my service when I complain, but they continue to shut it off. There is nothing in my contract with them that says my service is limited and I pay for their highest level of service.

Also, Given that I pay for the highest performance service the fact that Comcast wants to charge more for data in the future is a double charge for the same service, since paying for speed goes hand in hand with more data bandwidth. A consumer like myself has a family that streams video's, which at HD take 3 GB per hour can easily consume the planned 300GB in a month, which is why I pay for their high speed Internet service. If they plan to charge for bandwidth, this is a double charge for the same service, since more bandwidth requires more speed. Trying to separate bandwidth and speed into to separate billable charges is crazy since you only need the higher speed to handle the additional data.

On top of this Comcast charges providers like Netflix for the additional bandwidth they create for streaming video's and then they want to charge the individual consumer for the same increase in bandwidth usage. How many times will the FCC allow a company like Comcast charge for the same service. I count three times right now, once for speed (which is required to deal with more data), a second time for data bandwidth, and a third for data bandwidth usage from the service provider also. What is really strange is none of the above create an increase in cost to Comcast as they are using the same fiber optic cable and with the increase in speeds that have come from improvements in multi-mode optical transducers they have been getting more performance and bandwidth out of the same infrastructure with very little increase in cost. Please Note, Google can provide 10 times the performance and bandwidth that Comcast provides for less cost, yet Comcast feels it should charge three times for the same service to the consumer.

Anyway, I know I have lumped two issue into the same complaint and I apologize for any confusion created by this.

Regards,

(b) (6)

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**Ticket: # 511881 - Comcast Data allotment reset**

**Date:** 9/4/2015 9:23:19 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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**Description**

I want to know if the Comcast data allotments will be reset and when it will happen.

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[Ticket: # 512132 - AT&T reducing Internet speed on unlimited data plan.](#)

**Date:** 9/5/2015 10:05:28 AM

**City/State/Zip:** Orlando, Florida 32821

**Company Complaining About:** AT&T

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## **Description**

AT&T reducing speeds on unlimited internet data plan. I've been an AT&T customer with an unlimited data plan for many years and they are reducing my speed after I go over 3GB of used data.

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**Ticket: # 512156 - Broadband provider usage caps**

**Date:** 9/5/2015 10:27:09 AM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

I would like the FCC to start investigating the data usage caps imposed by providers such as Comcast. This prevents consumers from using services by Comcast competitors such as Netflix, Amazon, Hulu and so on without incurring additional charges. For comcast, 300GB/mo is not enough, contrary to the claims made by Comcast that only a small fraction of customers exceed that amount. Well, if 3 of my coworkers are coming close or exceeding that threshold, what does that say about a larger statistical sampling? If I am paying for Internet connectivity and bandwidth, there should not be a low threshold, if any. I do understand the need to prevent businesses from operating using a consumer plan. However, a larger threshold of at least 500GB/mo would probably do that. If the FCC can't see this, then it is time to open your eyes. People are fed up with Comcast and their attitude of "we can do whatever we want".

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[Ticket: # 512429 - Comcast data cap](#)

**Date:** 9/5/2015 2:22:53 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

I heard in recent news that Comcast is planning to add a data limit on internet usage. I am voicing my complaint and will switch providers if they do so, however this is a major problem and needs to be prevented regardless.

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**Ticket: # 512457 - Comcast Internet Data Caps**

**Date:** 9/5/2015 2:38:02 PM

**City/State/Zip:** Rochelle, Illinois 61068

**Company Complaining About:** Comcast

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**Description**

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

This is unacceptable. Free and unhindered access to information is an unalienable right. Please do all you can to stop these crooks from getting away with this.

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**Ticket: # 512569 - Bandwidth Caps**

**Date:** 9/5/2015 3:47:42 PM

**City/State/Zip:** Ocean Isle Beach, North Carolina 28469

**Company Complaining About:** Comcast

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### **Description**

Please make bandwidth caps illegal!!! Our Internet is at risk. Please!! My internet company is great but if we allow Comcast to do this it will stunt education and growth in the name of more greed. I do not use comcast but am concerned at setting a precedent.

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**Ticket: # 512663 - Comcast Data Cap**

**Date:** 9/5/2015 5:02:16 PM

**City/State/Zip:** Maple Shade, New Jersey 08052

**Company Complaining About:** Comcast

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## **Description**

I want to bring it to the attention of the FCC that I find it unacceptable that a home internet connection has a bandwidth cap compared to a mobile provider. Wired Internet should not have bandwidth caps. Streaming services such as Netflix and Hulu would easily surpass limits established by these providers. The precedent that these limits set endangers the potential the internet establishes.

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**Ticket: # 512668 - Comcast Home Data Cap**

**Date:** 9/5/2015 5:04:08 PM

**City/State/Zip:** Bloomington, Minnesota 55420

**Company Complaining About:** Comcast

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## **Description**

Comcast is insisting to cap home data to a measly 300gb. In our ever growing society where more and more data needs to be pushed at a higher rate such as 4k video streaming, and multiple streaming services in one household, I believe this is not the direction an ISP as big as Comcast should take. Furthermore they intend to charge an extra \$10 per 50gb over. I don't think anyone feels that this is a reasonable price at all considering millions of Americans are already paying too much for sub-par service from Comcast.

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**Ticket: # 512692 - Comcast new Data Cap**

**Date:** 9/5/2015 5:17:03 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun to institute a new plan where it is capping data usage for home internet. Using more than 400GB a month will automatically result in \$30 charge to your account. This is ridiculous, though not as ridiculous as the lies the spokesperson from comcast spewed. "The medium usage is only 40GB a month". First of all, medium is not a statistical term. In order to have some importance, the term "median" or "mean" should be used. This is an outright lie by the spokesperson, and Comcast is once again using the fact that it's a monopoly to force people to have no choice but to pay extra. As the FCC, you should stop the lobbyist who are getting into the Congressmen's pockets and break up Comcast immediately, or force it to follow a more stringent set of guideline regarding arbitrary price increases.

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[Ticket: # 512725 - Comcast/Xfinity data caps](#)

**Date:** 9/5/2015 5:30:33 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start capping data at 300gb a month. My household could easily pull close to 800gb with the people we have living there. Are we really going to start going backwards in technology? The cost differences are extremely trivial between the maintenance of their highest speed and their lowest speed. That's not even including their new extortion plan to leech even more money off of the American people. We need the FCC to protect us from these predatory business practices. I truly fear for the future of this country if we continue to let corporate greed dictate public policy.

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**Ticket: # 512751 - Comcast Obfuscates What Service They're Providing Customers**

**Date:** 9/5/2015 5:47:53 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

The way Comcast sets up their website makes it really hard to see what service I'm paying for. The "My Services" tab only shows that I have Internet on my plan and that it's working. I have to go to Billing and Services to see that I have Performance Internet. But it doesn't tell me what speeds I'm supposed to be getting anywhere.

Going to the "Upgrade" page only shows me plans that I'm not currently paying for, and not my current plan. If I stay too long on this page a popup shows up trying to get me to pay them more money.

That's not even getting into the nightmare that is dealing with their customer service. Which, last time I tried to upgrade to a higher tier, took like 5 calls and several months to go through successfully.

Considering how long they've been like this, I'm pretty sure they're being purposefully bad.

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**Ticket: # 512769 - Comcast Internet Usage Data Limits****Date:** 9/5/2015 5:55:53 PM**City/State/Zip:** Brandon, Mississippi 39047**Company Complaining About:** Comcast

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**Description**

I have internet through Comcast/Xfinity. They have imposed a data usage limit of 300 Gb. Once you go over the 300 Gb limit they will charge you \$10 for every additional 50 Gb you receive. I do not think this is fair and would like to have unlimited data usage just like other internet companies. The other problem is that Comcast is the ONLY internet provider in my area. I recently disconnected my cable option with them due to the high price and the fact they did not do what we asked when we originally had the cable installed. Finally, I am from a younger generation and I rely heavily upon my home internet for all types of streaming services, especially now that I decided to disconnect the cable from Comcast. I checked my internet data usage today (09/05/2015). Comcast said I used 98 Gb from 09/01/2015 - 09/05/2015. If this is true, then I will be over the data usage limit (300 Gb) in less than three weeks. I have no idea how much I will use for the rest of the month, but at \$10 for every 50Gb, I believe that I will be frustrated and not able to do anything about it.

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**Ticket: # 512856 - Comcast Data caps**

**Date:** 9/5/2015 6:18:46 PM

**City/State/Zip:** Bourne, Massachusetts 02532

**Company Complaining About:** Comcast

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## **Description**

Comcast, not only does it monopolize the high speed Internet of my area and is already excruciatingly overpriced as compared to our over seas neighbors Internet options. If you look into how much it costs to transfer data, you will notice 300gbs a month should cost about 6-10\$ (for comcast) Note: i'm currently paying OVER 70\$ they are already making ~10x what it costs to transfer my data alone, now multiply that by every one else who uses there service they are making an incredibly high amount of profit. They are claiming if you use there xfinity streaming services they will not reflect on your data usage, pushing there TV service(another 60\$ a month) while people who use the AFFORDABLE alternatives such as netflix(15\$) and hulu have to suffer and pay more. Something needs to be done about this monopolization of the Internet.

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**Ticket: # 512891 - Comcast Data Limits**

**Date:** 9/5/2015 6:26:52 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast

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**Description**

Comcast has announced it is capping data usage. This cap doesn't vary with speed and so I am actually unable to use the speed I am paying for reliably throughout the month. I have no choice in provider as Comcast has a contract with my entire area. It is unreasonable to enforce this limit on people without a provider choice.

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**Ticket: # 512898 - Internet Threat, computer invasion**

**Date:** 9/5/2015 6:30:24 PM

**City/State/Zip:** Baltimore, Maryland 21234

**Company Complaining About:** Comcast

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## **Description**

(b) (6)

I was redirected from a webpage to the above address. a bulletin popped-up and a recording telling me that a virus was placed on my computer. If I did not go to the above phone number and pay to have them remove the virus, the next time I have a financial transaction online, they will take my information.

A 'standard' pop-up window opened asking me if I wanted to allow the access to the webpage, which of course I did not click on allow.

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[Ticket: # 512907 - Xfinity Comcast's Poor Service and Monopoly](#)

**Date:** 9/5/2015 6:33:19 PM

**City/State/Zip:** Boulder, Colorado 80303

**Company Complaining About:** Comcast

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## **Description**

Hi,

I am trying to purchase internet service. My only option is comcast, or Century link which can only offer 3Mb. The previous three years I have never actually gotten the speeds promised and that I paid for. Comcast has never resolved this problem, an their customer service is shit.

Thanks.

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**Ticket: # 513040 - 2 Complaints**

**Date:** 9/5/2015 8:03:31 PM

**City/State/Zip:** Mount Carmel, Pennsylvania 17851-1409

**Company Complaining About:** Tradesty

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**Description**

I have tried everything including direct emails ( in addition to hitting the unsubscribe) until I'm blue in the face and there are 2 sites that send me multiple email daily. 1st: Tradesty; if you hit unsubscribe they send you directly to another of their sites.. I have email them and let them know that I would contact you if they didn't stop, to no avail!

2nd: Publishing Clearing House. I've hit their unsubscribe line for several months now and every time I open new mail; there they are, trying to sell me everything for 4 easy payments. I've purchased from them but enough is enough! please Help me!

(b) (6)

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[Ticket: # 513053 - Comcast breaking contract, extorting money](#)

**Date:** 9/5/2015 8:12:51 PM

**City/State/Zip:** Leitchfield, Kentucky 42754

**Company Complaining About:** Comcast

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### **Description**

Comcast has broken their agreement of unlimited internet usage for two years and instituted a 300gb cap on my internet usage, and is demanding \$30 more per month for me to keep my current plan, that I've had for less than one year.

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**Ticket: # 513067 - Comcast Data Cap**

**Date:** 9/5/2015 8:26:34 PM

**City/State/Zip:** Watertown, Massachusetts 02472

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I recently discovered Comcast is rolling out a new plan to cap data on home internet and charge extra for any overages. This is on top of their already absurd fees for something that every person in the modern era needs to lead a normal life.

Comcast has a monopoly in so many regions and so many markets of the country. This in itself is barely tolerable but to add the ability to cap and limit a consumer's ability to use the internet they are already paying for and charge extra is nothing short of extortion.

Please, set the correct precedent for this country. Stop Comcast's ability to further leech from our hard earned money. I'm not opposed to paying for services rendered, but what Comcast is trying to do should be illegal.

Thank you for reading this and I hope you will consider the ramifications of what will happen if Comcast is allowed to continue.

Best regards,

(b) (6)

Watertown, MA

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**Ticket: # 513168 - Comcast New 300GB Data Limit**

**Date:** 9/5/2015 10:30:35 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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### **Description**

Please Note, I currently do not have this problem as it has not been implemented in my area. However if it is my bill will go up \$30 so I can get what I had before, this is a joke. I will have no option but to pay them as I only have 2 options, ATT or Comcast. Both I am unhappy with and do not trust as a company.

<http://www.geekwire.com/2015/comcast-brings-cell-phone-like-data-charges-to-home-internet-users/>

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[Ticket: # 513177 - Comcast is metering my region](#)

**Date:** 9/5/2015 10:46:03 PM

**City/State/Zip:** Deerfield Beach, Florida 33441

**Company Complaining About:** Comcast

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## **Description**

I am currently a stay at home dad and my daughters mother works from home using the Internet. Further my daughter just started Florida Virtual School, which is online. Comcast is putting us in the position where we have to pay \$30 more for the same service we always had or risk paying around \$200 more in overage fees we can't afford every month. They also won't guarantee that they won't change their unlimited data policy in the future like AT&T did so the FCC needs to step in here so the little guy isn't further abused. There are no other options in my area offering the kind of speed Comcast does with unlimited data.

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[Ticket: # 513286 - capping the amount of download to 250 gb per month](#)

**Date:** 9/6/2015 8:56:28 AM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Comcast

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## **Description**

Comcast is presently testing a cap of 250 gb per month per household in certain areas. Our use with work related downloading, entertainment and volunteer work for three people is 750 gb per month. They would charge is \$30. I think this is totally unfair. It will affect work, our professional status and the volunteer work we do. It would impact a number of other companies from whom we stream. Xfinity has a right to make money but this will hurt others and damage the community and people who work at home and at the workplace. This can't be allowed. For years we have been dominated by a cable company. They are fighting Google and have tried to block other companies from their monopoly in our area. They will be restricting use of the internet by capping and charging.

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**Ticket: # 513401 - Data caps**

**Date:** 9/6/2015 12:49:19 PM

**City/State/Zip:** Miami, Florida 33155

**Company Complaining About:** Comcast

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## **Description**

We recently received an email from Comcast stating they will be putting a 300GB cap on their data. If you go over the said cap they will add 50GB blocks of data in which they will charge you \$10 each. Or you can pay them an ADDITIONAL \$30 A MONTH for unlimited data. That's \$30 MORE that the already ridiculous prices we are charged. Though this may seem like a huge amount of data, it really isn't. Looks like Comcast is feeling the pinch of internet based content and wants us to pay for it.

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[Ticket: # 513408 - comcast unlimited internet in home](#)

**Date:** 9/6/2015 1:01:47 PM

**City/State/Zip:** New York, New York 10031

**Company Complaining About:** Time Warner

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### **Description**

the monopolistic reality of most ISPs in major city's its leading to price gouging. Please no not allow Comcast and every other ISP to charge inordinate amounts for unlimited internet usage.

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**Ticket: # 513830 - Comcast Services is out of control**

**Date:** 9/7/2015 1:03:35 AM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

The way Comcast has it setup if you go over your 300GB limit is to AUTOMATICALLY charge you \$10 for every 50GB you go over the limit.

Is this LEGAL?!

If it is, then we seriously need to do something about this! Banks do the same thing with their "Overdraft Protection" schemes and the government forced them to make customers "opt-in" to such services so that there would no longer be any surprises on your bank statement (unless you asked for it).

The same should apply here. I do not wish to be AUTOMATICALLY charged \$10 every time I go over the ridiculous 300GB limit! If you want to offer me an additional 50GB of service for \$10 that's fine, but you should be required to ASK MY PERMISSION before adding on charges to my account.

The way this is currently set up is IMMORAL and Comcast is taking advantage of its customers who are too busy or not technically inclined enough to login and check their unreliable data meter.

Lets put a stop to this RIGHT NOW

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[Ticket: # 514049 - Internet Keeps Dropping](#)

**Date:** 9/7/2015 11:21:27 AM

**City/State/Zip:** St Augustine, Florida 32092

**Company Complaining About:** Comcast

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### **Description**

It will be fine until I start playing video games online. This happens a lot and today alone it's happened 4 times in a row.

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[Ticket: # 514205 - Black Radio Network](#)

**Date:** 9/7/2015 1:38:29 PM

**City/State/Zip:** Phoenix, Arizona 85003

**Company Complaining About:** Black Radio Network, Bet

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## **Description**

The recent transmissions/broadcasts calling to "kill cops and white people".

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[Ticket: # 514837 - Unlimited should mean unlimited](#)

**Date:** 9/8/2015 1:46:01 AM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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## **Description**

Comcast is changed it policy and is charging us for unlimited. Even through it was never an issue. They are focusing user to pay \$30 for unlimited, on top of the current fees. They already extorted money from Netflix to "deliver HD content to user" . Yet they are charging the consumer side now.

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[Ticket: # 515214 - Comcast forcing me into bundle packaging](#)

**Date:** 9/8/2015 11:25:41 AM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast

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## **Description**

My promo pricing ran out on my Comcast internet plan recently. Instead of raising the price of my internet to a non-promo price, my new Comcast bill is around \$80. I called and asked about lowering the cost of my internet plan and they said I could keep that current price and add TV for no cost. I find this outrageously deceptive since all I want is internet and now I feel like I'm being forced into a bundle instead of given reasonable options to continue a subscription based internet only service. This is extremely frustrating since the only cable internet providers in my area, AT&T and Comcast, expect people to bounce between companies and their promo prices or ultimately accept a high cost bundle package to continue service.

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**Ticket: # 515490 - Inaccessible content: Broadcaster charging for transcripts to his podcasts**

**Date:** 9/8/2015 12:48:02 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** Tom Woods

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## **Description**

Tom Woods is a news provider and is not providing captions on his YouTube products or on his website. He is charging for them <http://www.supportinglisteners.com/> . This is barring access to content for people who are Deaf/hard of hearing that is already economically feasible, and is already available.

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[Ticket: # 516655 - armstrong cable data cap](#)

**Date:** 9/8/2015 5:32:27 PM

**City/State/Zip:** Mineral Ridge, Ohio 44440

**Company Complaining About:** Armstrong

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## **Description**

I am one of the million americans that switched from conventional cable to internet based providers. ie netflix amazon. since making the switch, armstrong continiously states I have consumed the 200 gigabyte limit 10 days into the billing cycle. I am consistantly charged 40.00 on top of thr 50.00 I already pay monthly. This is clearly corporate greed at its best and directly aimed at their competitors, all the while taking great advantage of us "consumers".

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**Ticket: # 516753 - Data Cap**

**Date:** 9/8/2015 6:04:31 PM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

I sign a contract with comcast just 3 months ago for 2 years and per my knowledge the contract included unlimited data usage, now i am receiving an email stating that my unlimited date plan will have a cap of 300gb which by my previous bill will be impossible for my family. The reason i decided to go with comcast home internet was because it was unlimited now i have to worry over being over charge and i have no control over it. I was looking at my usage so far this month today is the 8th and they are already reporting that i have use 123gb which is impossible. To me this is just a way for comcast to overcharge their customers, they should had advice me of this before i sign my 2 year contract. I would have never sign up.

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[Ticket: # 516948 - Comcast enforcing data cap on unlimited home internet](#)

**Date:** 9/8/2015 7:29:48 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

Comcast in miami is enforcing a 300GB cap on UNLIMITED internet usage. They force users to pay an extra \$30 a month to avoid the cap.

We signed up for a contract BECAUSE of the internet being unlimited and now they changed the contract on us, without a way out. This is a breach of contract.

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**Ticket: # 517008 - Comcast applying Cap on monthly data usage.**

**Date:** 9/8/2015 8:12:27 PM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

Greetings,

I signed up with Comcast early this year for a service they offer 50mpbs for 56 dollars per month 0 cap. Now Comcast has decided that they will introduce a cap of 300gb per month and charge people who go over this limit. During my initial contract when i signed up this was not mentioned or included. They are offering an unlimited, zero cap service at a \$30.00 more charge, which is a perfect example of bait and switch.

I lay the ball into the FCC corner and i hope a proper investigation occurs.

Please do not hesitate to reach out to me for any information and or any documents that you might need.

Regards,

(b) (6)

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**Ticket: # 519055 - Comcast Internet Cap**

**Date:** 9/9/2015 4:29:27 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast Internet is limiting my monthly usage to 300GB and charging an extra \$30 for unlimited internet. I was under the impression I had unlimited data for home internet. While 300GB might have been fine in 2008, with data heavy feature such as Netflix, Hulu, streaming sports, etc this is easily reached. This seems to be a way to hurt cord cutters such as myself and force users back to cable services.

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**Ticket: # 519138 - internet services theft**

**Date:** 9/9/2015 4:42:22 PM

**City/State/Zip:** Hatboro, Pennsylvania 19040

**Company Complaining About:** Comcast

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## **Description**

I had my business internet shutoff because i ran a little behind, which is fine. However when i went to use my cell phone, because I have Comcast email on it, it locked up my internet by constantly redirecting from my google account to Comcast locked account page. No matter what i did including shutting down my wireless router could i access the internet on my cell phone. As soon as I paid they bill and my Comcast internet came back I was able to connect to the internet on my cell phone.

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**Ticket: # 520058 - Comcast ridiculous Data Cap**

**Date:** 9/9/2015 10:19:16 PM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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**Description**

Comcast, being the only provider of broadband (as defined by the FCC) in my location (zipcode 33315) has decided to limit data to 300GB/month. I routinely use 400GB to 500GB a month streaming HD video and I'm not even using 4K, which will double my usage at least.

One hour of netflix in high quality is 7GB. This means I'm allowed 20 hours of netflix a month. Less than one a day! With regular internet usage, that would put me in overage and on the hook for \$40 more.

If I want unlimited Data, the price jumps up \$30 (yet Comcast can still advertise the lower price). I would go from \$45 to \$75 (a 67% increase) and I'm on the "promotional pricing".

In the meantime, people in France get better speeds for \$20/month upfront, 5 times cheaper than we do. Comcast are abusing their monopoly and greatly harming the american consumer.

Please do something to defend us against these greedy people.

---

**Ticket: # 520155 - Net Neutrality complaint, Bahrami vs Time Warner Cable**

**Date:** 9/10/2015 12:17:58 AM

**City/State/Zip:** Carlsbad, California 92011

**Company Complaining About:** Time Warner

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**Description**

Please see attached.

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[Ticket: # 520905 - Back Dooring Internet Neutrality](#)

**Date:** 9/10/2015 12:44:02 PM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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## **Description**

We received an email from Comcast about internet usage and charging for additional bandwidth if exceeding a arbitrary set amount. This seems to me to be a way around the net neutrality law.

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**Ticket: # 521471 - Comcast Data Usage Meter Issue****Date:** 9/10/2015 3:04:59 PM**City/State/Zip:** Atlanta, Georgia 30339**Company Complaining About:** Comcast

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**Description**

Hi, I would like to file an official complaint about the Comcast Data Usage limits imposed in the Atlanta area. It is not clear (and I was not given an answer from Comcast service representatives) how exactly the bandwidth is measured by Comcast. It seems that the usage changes from day to day, even when I perform the same (including no) internet activity. This might be due to a delay, or an erroneous measurement. Nonetheless, I am unable to get more information when calling Comcast to request more information.

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**Ticket: # 521580 - Scammer**

**Date:** 9/10/2015 3:31:03 PM

**City/State/Zip:** Citrus Heights, California 95621

**Company Complaining About:** T Mobile

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## **Description**

He or she at (b) (6) google voice. Started out good. Then he or she asking for money. Plus I been getting bad service from them and they don't do anything about it. I keep sending to BBB on them and all they do is nothing but pay your bill. Been there 3years and all I had was bad service. They should get a fine on bad service or they should refund the money

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[Ticket: # 522743 - throttling](#)

**Date:** 9/10/2015 11:18:05 PM

**City/State/Zip:** Empire, California 95319

**Company Complaining About:** Hughes Net

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### **Description**

Once again, Hughesnet have violated YOUR RULES and extorted me again in order to get my internet use back! ARE YOU EVER GOING TO ENFORCE YOU OWN RULES?!

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**Ticket: # 522833 - Comcast still not allowing access to HBO Subscribers on PlayStation 4 Consoles**

**Date:** 9/11/2015 3:20:24 AM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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**Description**

Comcast still continues to prevent access for owners of PlayStation 4 from utilizing their PAID SUBSCRIPTION to HBO to be used in streaming content from the HBO GO application. As the HBO GO application requires Comcast login authentication, I have no way to allow the PS4 to access my account. And as such Comcast is barging in ONCE AGAIN on Net Neutrality by barring gateways to the internet that should be free and clear for use. They unblocked the Roku in May for access, why not unblock the PlayStation platform? I DEMAND that Comcast allow me to use the Internet and HBO Service THAT I PAY FOR WITH MY OWN HARD EARNED MONEY as I see fit! My PS4 can deliver 4K content, the Comcast DVR Tuner cannot! This is absurd, it's petty, it's a slight to consumers, and it borderlines on UNETHICAL. Unblock the PS4, NOW!

---

**Ticket: # 522853 - Internet charges!**

**Date:** 9/11/2015 3:55:54 AM

**City/State/Zip:** West Point, Mississippi 39773

**Company Complaining About:** Comcast

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## **Description**

I am with comcast and have been for 5 years. I have no other option in my small town. My area has an unemployment rate above 12%, and the state is one of the poorest in the country.

I have reduced everything from cell service, to cable tv.... leaving only internet. My bill has consistently changed over the years. What started as 29.00 (NOT a special 2 year deal ) jump to 49.00 plus other fees. It jumped again... then I started looking to see what I could find out. It turns out that for months (5 to be exact) they were charging me more money for 25 megs than what they were charging people for 50 megs. I complained and they switched my plan instead of changing my cost back to what it was. This is clearly them forcing people into a higher tier to justify a rate increase.

Since my complaint to them, I'm now being charged for "overages" . ?????? What is that! Since when did that start! That's not what I agreed to when I got their service!

What is even more disturbing is the fact that my usage appears to magically be more and more, and more, and more. Guess what. This month, I monitored my usage and comcast is charging me for overages that did not happen!

How can they be allowed to do this.

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[Ticket: # 522863 - Comcast Data Caps in Miramar,FL](#)

**Date:** 9/11/2015 4:00:30 AM

**City/State/Zip:** Miramar, Florida 33023

**Company Complaining About:** Comcast

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## **Description**

I've pasted an excerpt from their email.

\*\*\*An important update about your XFINITY Internet service:

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

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**Ticket: # 523373 - Comcast imposing 300gb limit, which I am forced to agree to**

**Date:** 9/11/2015 12:22:30 PM

**City/State/Zip:** Fort Lauderdale, Florida 33308

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only provider in my area offering broadband internet. The service is good, however it concerns me that they are now forcing a 300gb data limit on me despite me never agreeing to such term. I have no other alternative for broadband, thus I am forced to accept this. I believe it is extremely unfair that they treat a customer like this. Additionally, I am aware of a magical "pay us \$30 to make it go away" offer. If there truly was a reason for imposing the limit they would not offer unlimited for an extra \$30. I believe this is a blatant attempt to extort more money from its customers, who have no where else to turn to for internet.

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[Ticket: # 524298 - About Verizon & other Company](#)

**Date:** 9/11/2015 4:46:54 PM

**City/State/Zip:** Cooperstown, Pennsylvania 16317

**Company Complaining About:** Verizon

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### **Description**

Verizon not available our homeplace to get high speed Internet,we need it so bad cause we family are deaf,no phone, can't reach 911 when need, call &contaxct doctors,family,many other important lists! It made us very bitter,worry,Stress, not happy,etc!

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**Ticket: # 524774 - Comcast 300GB limit**

**Date:** 9/11/2015 8:41:31 PM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

This so called trial is ridiculous, is nothing more than a new cash grab. There is no true competition in my area as AT&T would be the only other company one can choose however the fastest speed they offer is 6mb and this will not due as I work from home. With comcast and AT&T buying out all their competition I can only rely on the government to keep them in check and honest.

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[Ticket: # 524932 - Manipulations and false advertising](#)

**Date:** 9/12/2015 12:20:23 AM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** AT&T

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## Description

On (b) (6) in houston TX 77077 between the block of 1500 and 1700 AT&T has a complete monopoly and is manipulating the market by charging too much for low speed internet connectivity.

Additionally they have not worked to bring fiberoptics to this area and only provide a fiber to their distribution node, yet they charge an "installation fee of 100 dollars for fiber" according to their reps.

Some reps state that the fee is for updating the area, but that is also not true because the area is already equipped and weird for DSL.

Furthermore, AT&T phone reps are advertising copper based DSL services as fiberoptic because they use a fiber backbone to the distribution node. Well, everybody and their mother uses fiber for their backbone connections, but you dont see thier phone reps verbally lieing to customers and making it seem like they will receive fiberoptic service to the house.

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[Ticket: # 524996 - data cap](#)

**Date:** 9/12/2015 8:15:35 AM

**City/State/Zip:** Brunswick, Maine 04011

**Company Complaining About:** Comcast

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## **Description**

I am a current Comcast customer, I have been with the company for years. My issue is their usage cap on my broadband services. If you watch any type of Netflix movies you are bound to go over the 300gb per month and to pay \$10.00 extra per 50 gb is high way robbery. Additionally where did they get the information for the median usage of 4gb per months. I think this will continue to be an ongoing problem. Especially for residents of Maine where comcast is our sole provider for the internet.

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**Ticket: # 525004 - virgin mobile**

**Date:** 9/12/2015 8:25:40 AM

**City/State/Zip:** Warwick, Rhode Island 02886

**Company Complaining About:** Virgin Mobile

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## **Description**

I bought a Virgin Mobile hotspot on 3-6-15. On 7-10-15 I lost the internet. I called the service number, they told me to add money, I did. As soon as I clicked on the internet it disappeared. I called back and told them a prompt came up, "connection error 128". They said the hotspot was faulty and sent me a new one. Again they told me to add money and it disappeared from the "Mingle Manager" account screen. Supervisor Logan accused me of using it up. Again I added money, called him back, and while he was watching my account I clicked on the internet and he witnessed it disappear. After they made numerous promises that they were working on it, and it would be fixed in 24-72 hrs. Today is 9-12-15 and still no internet. I've made more than 32 calls, over 4 hrs. Of documented calls, 2 hotspots, and 1 1/2 hours of recorded conversations. I have 2048 mb's and \$40. Showing on my account. Plus another \$20. That disappeared. I've spoken to supervisors (b) (6)

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**Ticket: # 526174 - Take control of Comcast already man**

**Date:** 9/13/2015 12:46:02 PM

**City/State/Zip:** Lauderhill, Florida 33319

**Company Complaining About:** Comcast

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### **Description**

\$30 for "unlimited"? So I'm paying \$30 more for.....the same shit? Do something and stop letting these rich ass companies hold back the inevitable future. Make them innovate and I don't mean innovate ways to charge customers more. I know nobody is probably going to read this, or somebody might read it but nothing will get done, at least I can say I attempted to do my part to help change the path we're on.

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**Ticket: # 526202 - Direct TV NFL Sunday Ticket**

**Date:** 9/13/2015 1:52:53 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Directv

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## **Description**

Ditect TV has been advertising a streaming-only service, but when I tried to order the package they tell me that (1) I can only get the package if I order their tv service, or (2) my residence cannot physically get a signal, or (3) my landlord won't allow a satellite. I was told I couldn't get the service until I paid for a technician to come out and verify that I couldn't get satellite service. However, for option (3) they won't accept a lease as verification saying that 'anyone can write that', and they won't offer a way for them to get landlord verification. This is contrary to all of their public statements, including statements that they make on their own website. When I contacted them on their phone they wouldn't send me their policy and stated that it wasn't online, but that I could send a written request to the company to request it.

I feel both misled and extorted by Direct TV. They are clearly making false or directly misleading advertisements about their service.

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[Ticket: # 526334 - Internert Slow](#)

**Date:** 9/13/2015 4:57:12 PM

**City/State/Zip:** New Baltimore, Michigan 48047

**Company Complaining About:** Comcast

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**Description**

I have paid for Comcast's Extreme 105 for a year and have never had that speed.

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[Ticket: # 526305 - throttling vpn service](#)

**Date:** 9/13/2015 4:03:52 PM

**City/State/Zip:** Kihei, Hawaii 96753

**Company Complaining About:** Time Warner

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## **Description**

I thought all packets where to be treated equal. I get a consistent drastic drop in speed that I haven't received in the past with Cox or ATT. This just seems wrong. I'm not allowed to keep my communications more private?

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**Ticket: # 529633 - Comcast executive confirmed shady backdoor deal with other service providers (subverting FCC detection) strategically not servicing to monopolize**

**Date:** 9/15/2015 12:28:59 PM

**City/State/Zip:** Houston, Texas 77042

**Company Complaining About:** Comcast

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## **Description**

The entire block of 1500 to 1700 (b) (6); Houston TX; 77077 is not being provided service by Comcast because "Customers can not be put in the billing system" even though there is wiring with the signal available in the area.

Additionally, according to Comcast techs, the Cable Modem Termination System responds to cable modems and customer service techs state that they can see the Modem trying to connect from their side prior to a reset command sent from Comcast's Cable Modem Termination System to make the consumer's modem reset.

This is strong evidence to show that in small areas such as this Comcast AT&T and other such Companies are creating micro-monopolies in order to drive up prices and subvert detection of wrong doing by the FCC.

If further information is needed please feel free to call me at (b) (6)

## **Important Notes:**

Comcast claims that the lines in the area were purchased by a small company called TVMAX that was purchased by a very non-reputable company called Wavevision who has long been suspected by many to be a patsy of AT&T's operations.

The question is: If Wavevision owns the lines and all systems connected to them, then why is a late model Cisco Cable Modem Termination System (worth tens of thousands of dollars) responding to the calls of Consumer provisioned equipment on those lines from Comcast's plant?

Also, why is it that regardless of the RG6 cable specs, the QAM transmission specs by Cable Labs, and by DOCSIS 3.0 specs, the area not being services is not too far from the plant, but Comcast's official answer is that we are too far even though there is wiring providing a signal in existence.

Additionally why has Comcast's answer changed from your too far from a signal to we can not put you in our billing system?

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**Ticket: # 526464 - NET NEUTRALITY IS ESSENTIAL**

**Date:** 9/13/2015 8:38:03 PM

**City/State/Zip:** Sparks, Nevada 89431

**Company Complaining About:** Charter

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**Description**

The only people who benefit from fast lane and slow lane internet are the cable companies. Essentially what that means is that the cable companies will be able to decide that Joe Plumber here in the cable company's eyes does not need faster internet. Say Mark Jacobs owns a company that requires the internet to conduct business, Comcast or AT&T or Verizon could say you must pay us extra money in order to maintain your fast internet connection, simply because you're a business.

Cable companies should not have the right to be mobsters and shake down other people or companies in order to get them to pay up for the "hyperspeed lane". Which essentially if they don't their internet speed could be decided by Charter to be cut in HALF or more until said company pays up.

This bill if passed would also give the cable companies the ability to decide whether or not they will even offer faster internet to their residential customers. They might just say "Oi these here people don't need internet faster than 3Mbps, we can save money by only offering slower internet and never ever upgrading internet speeds, and charge a premium for it because we own the cornerstone on the market in said city or town. No competition and more profits for us and we don't have to do a f\*\*\*ing thing!"

That would be bad for the average consumer and even for big companies whose business is or was solely built on the internet, such as Google, Facebook, United Services Automobile Association, numerous youtube creators who require the internet to upload their videos, and young adults or handicapped people who can barely afford to live might not be able to access the internet because a cable company says so.

My nice complaint is now over, I apologize for the following.

**(b) (6)** THE CABLE COMPANIES WHO WON'T EVEN LET YOU KNOW WHAT INTERNET SPEEDS ARE AVAILABLE WITHOUT PUTTING YOUR **(b) (6)** ADDRESS IN ON THEIR WEBSITE. I WANT THE FASTEST INTERNET SPEED I CAN AFFORD AND I'M WILLING TO DO WHATEVER IT TAKES TO GET IT. I DO NOT WANT COMPANIES TELLING ME WHERE I HAVE TO LIVE IN ORDER TO GET THE FASTER INTERNET SPEEDS. OH SORRY YOU CAN HAVE THE INTERNET SPEEDS YOUR NEIGHBOR HAS BECAUSE THEY ARE 35 FT CLOSER TO OUR DATA CENTER. AND WE'RE TOO LAZY AND PETTY TO UPGRADE THE LINES TO YOUR HOUSE BECAUSE WE DON'T SEE IT AS A BUSINESS INVESTMENT FOR US AND WE WON'T EVEN GIVE YOU THE OPTION OF PAYING FOR THE UPGRADE. WE JUST SAY, SORRY, WE'RE SORRY. OH SORRY WE CAN'T DO THAT FOR YOU, WE APOLOGIZE FOR THE INCONVENIENCE.

THE CABLE COMPANIES AND OTHER INTERNET PROVIDERS ARE CROOKS, THEY TELL ME THEY CAN ONLY GUARANTEE UP TO 60MBPS EVEN IF I WERE TO PAY FOR THEM TO SEND A DIRECT FIBER OPTIC CABLE FROM THEIR DATA CENTER TO MY HOUSE!!!

THEY ALSO SAY THAT SINCE I'M NOT PART OF A BUSINESS I CANNOT UPGRADE MY UPLOAD SPEED BECAUSE THEY DON'T FEEL THE AVERAGE CONSUMER NEEDS MORE THAN 5MBPS UPLOAD. (b) (6) THEM, I WANT BETTER THROUGHPUT BOTH WAYS, AT LEAST GIVE ME THE DAMN OPTION I DON'T CARE IF I HAVE TO PAY MORE FOR IT. I WOULD LOVE TO PAY FOR EXACTLY WHAT I WANT AND I AM ACTUALLY WILLING TO PAY FOR IT.

I'M TIRED OF CABLE COMPANIES SAYING "OH WE KNOW YOU'LL NEVER EVER WATCH SPORTS USING OUR SERVICES BUT WE'RE GOING TO FORCE YOU TO PAY FOR IT ANYWAY, JUST BECAUSE WE'RE TOO DAMN LAZY."

"WE KNOW YOU'LL ONLY EVER WATCH SHOWS ON LESS THAN TEN PERCENT OF THE CHANNELS WE MAY OFFER, BUT WE'RE NOT GOING TO GIVE YOU AN OPTION TO OPT OUT OF CHANNELS YOU WILL NEVER WATCH NOR WANT ON YOUR CHANNEL OPTIONS. "

THEY ARE THE MOST CROOKED OF COMPANIES AND SINCE THE UNITED STATES HAS PRACTICALLY THE MONOPOLY OF MOST OF THE INTERNET IN THE WORLD FOR INTERNET COMPANIES, ESSENTIALLY YOU WOULD END UP ALLOWING THEM TO POLICE THE INTERNET FOR EVERYONE IN THE (b) (6) WORLD. "OH MISTER PRESIDENT, WE FEEL THAT AS A MAN OF YOUR POSITION, OF YOUR STATURE, THAT YOU WOULD NEED TO PAY MORE FOR YOUR INTERNET BECAUSE WE FEEL WE HAVE THE RIGHT TO TELL YOU WHAT YOU DO AND DO NOT NEED." "We know you love spending hours on youtube looking up weird videos and downloading tons of music and reading e-books on how to be a better father, however we don't feel you NEED 24+ Mbps, so we aren't going to offer it."

Think about it.

Sincerely,

(b) (6)

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**Ticket: # 526508 - No HBO Go on PS3**

**Date:** 9/13/2015 9:25:19 PM

**City/State/Zip:** New Haven, Connecticut 06511

**Company Complaining About:** Comcast

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## **Description**

Comcast does not support HBO Go (a service linked to my paid subscription of HBO in my cable and internet bundle) on PS3, which is the only streaming-capable device I own that I can link to my television. Upon contacting customer service, I was told it is simply not a feature they support at this time. They do support it on xbox, so I'm not convinced they can call this a bandwidth issue yet support one major console and not the other.

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[Ticket: # 526733 - Comcast cap in Miami](#)

**Date:** 9/14/2015 8:53:45 AM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** Comcast

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## **Description**

Comcast is now putting a cap of 300Gb on all its customers in Miami, FL and it will charge \$10 extra for every additional 50Gb in usage. I don't like where this is going and that's the reason why I am filing a complaint.

---

[Ticket: # 526943 - Frontier Communications continues to illegally throttle internet speeds.](#)

**Date:** 9/14/2015 10:59:21 AM

**City/State/Zip:** Huntington, West Virginia 25701

**Company Complaining About:** Frontier Communications

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## **Description**

We pay for 6MBps Downstream and 1MBps Upstream DSL internet from Frontier Communications. Aside from on speed tests our downstream speeds never reach above approximately 450KBps. The issues are simply that 1) Frontier has never made ANY attempts to upgrade the lines in our area from the copper they bought from Verizon 2) They have oversold their bandwidth capacity in the area and refuse to pay their edge providers for addition bandwidth. At no time during or for a long time after signing up for internet were we ever informed that our speeds would be so incongruous with what we were paying for. I have attached screen shots showing a speedtest performed today showing what Frontier claims we receive for bandwidth and a screenshot from the Steam game service showing the speed we actually are able to pull down files at. I have filed a complaint with the FCC over this issue before and not only did it take over a month for Frontier to reply to the FCC they have still not sent me a copy of their response via the postal service. This shows to me that Frontier feels that Net Neutrality and indeed the laws set in place to govern them do not apply to them.

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**Ticket: # 527100 - Data CAP**

**Date:** 9/14/2015 11:45:36 AM

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** Comcast

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### **Description**

it is not fair that after so many years the plan is changing now. 300GB data is not much for family homes where everything now a days uses the internet. TV phone, etc

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**Ticket: # 527237 - made up requirements for an ISP BY VITELCO (Innovative)**

**Date:** 9/14/2015 12:24:57 PM

**City/State/Zip:** Riverdale, Maryland 20737

**Company Complaining About:** Vitelco Or Innovative

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## **Description**

My company LAN COMMUNICATIONS CORP is a ISP only on the island of ST. Croix. We are being told the FCC needs to give us permission to be able to have a pole attachment agreement. Please see below as we beleive this to be untrue.

Thank you for your letter of August 22, 2015. As you can appreciate, access to Innovative's telephone poles (as well as the poles of any public utility) is severely limited, given the critical nature of the infrastructure necessary to provide service to customers.

Under federal law (47 U.S.C. § 224(f)), only a "cable television system" or a "telecommunications carrier" is entitled to access to Innovative's poles. Your letter indicates that LAN Communications is "licensed as a Telecommunications provider," and the company's business license from the Department of Licensing and Consumer Affairs" reflects that LAN Communications is a "Common Carrier Intl. Telecom."

However, before it can offer international telecommunications services in the United States, a carrier must obtain international section 214 authority from the Federal Communications Commission ("FCC"). 47 C.F.R. § 63.18; see also 47 U.S.C. § 214(a). I would appreciate your providing a copy of the FCC's grant of LAN Communications' international section 214 authority or the file number of LAN Communications' application to the FCC seeking such authority.

(b) (6)

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**Ticket: # 527345 - Comcast Data Caps**

**Date:** 9/14/2015 12:58:50 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping data transmission for my area in southeast Huntsville, AL. There are no other broadband companies servicing this area. They are deceptive in their advertising, and do not openly advertise these caps when signing up. This is unacceptable. FREE THE INTERNET!

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[Ticket: # 527595 - spam where te unsubscribe button does not allow me to unsubscribe](#)

**Date:** 9/14/2015 2:15:30 PM

**City/State/Zip:** Lincoln, Massachusetts 01773

**Company Complaining About:** Comcast

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## Description

I recieve messages from . .

**\*\*Forskolin Ultra Trim350\*\***

aT LEAST 3 TIMES A day. I have hit unsubscribe and I'm taken to some unrelated web site and cannot unsubscribe. Can you do anything about them?

---

**Ticket: # 527872 - harassing phone calls**

**Date:** 9/14/2015 3:37:42 PM

**City/State/Zip:** Rancho Mirage, California 92270

**Company Complaining About:** Time Warner

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## **Description**

We receive threatening phone calls from (b) (6) and other phone numbers from same party to return their call to avoid prosecution by Fed Gov.

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[Ticket: # 528057 - Metro will not help resolve issuesd frauds us.](#)

**Date:** 9/14/2015 4:25:53 PM

**City/State/Zip:** Fort Wayne, Indiana 46805

**Company Complaining About:** Metropcs

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## **Description**

We have tried to work with metro pcs and all they do is talk down to us and refuse to credit account for the upgrade they are doing. This has been going on Since I signed up in June. We spend money on working service and get no service half the time. There is good coverage in our area. There is a network enhancement going on in our area they refuse to admit too and credit for. Please review attachments and messages sent from metropcs. I want 3 months free service for this issue.

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[Ticket: # 528541 - Comcast follow-up](#)

**Date:** 9/14/2015 7:31:36 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

I previously submitted a FFC complaint about Comcast's new data limit policy. They called to follow-up as your dept must require. The rep asked if I had any questions about the policy. I said no but that I was dissatisfied with the cost vs speed and the general lack of competition which Comcast enjoys and he hung up on me. Suprised/ticked me off enough to file another complaint as I was quite curious.

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[Ticket: # 528619 - Time Warner is now charging me \\$116.00 per month just for the internet.](#)

**Date:** 9/14/2015 8:09:36 PM

**City/State/Zip:** Weddington, North Carolina 28104

**Company Complaining About:** Time Warner

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## **Description**

We have been a Time Warner customer for many years. About 2 months ago they went to a system that requires a decoder on each and every tv. We do not want that so we cancelled the tv part for which we were paying \$189 per month without HBO or any high priced channels. Time Warner is now charging us \$116 per month for internet only. This is outrageous for just internet. When I called them they are trying to get me to bundle with TV which I will not do because it requires a decoder on each tv.

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**Ticket: # 528632 - NITCO will not offer me services at the Residential Account rate**

**Date:** 9/14/2015 8:21:48 PM

**City/State/Zip:** Hebron, Indiana 46341

**Company Complaining About:** Northwestern Indiana Telephone Company

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### **Description**

NITCO will not offer me Internet and Phone services at the residential account rate at my apartment, simply because I own a corporation. They insist on it being a business account

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**Ticket: # 528655 - Charged for non delivery of service**

**Date:** 9/14/2015 8:37:22 PM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** Comcast

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### **Description**

Was charged \$20 in July @ \$10 per 50gb bandwidth allotment only received 80gb instead of 100 in the tail end of august I was charged \$10 and didn't receive any of my 50gb, also, before I signed on to their yearly contract I was not made aware of the 300 gb limit, I even inquired about the limit from at least 3 sales staff and the cable tech, and was told that I wouldn't get a monthly allotment...June I was charged with 300gb limit, classic bait and switch...I also found out that they were running a test for this in my area, so it is not even standard procedure...If I back out of my yearly contract I will be charged so I'm stuck with these thieves.

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**Ticket: # 528686 - Comcast began introducing data caps again!**

**Date:** 9/14/2015 8:56:21 PM

**City/State/Zip:** Miami, Florida 33174

**Company Complaining About:** Comcast

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## **Description**

This has already been on the web for the last week or so. They have begun placing limits on paying customers and coercing them into paying way more to have unlimited internet downloads. If you start watching Hi-Def content online and or providing remote support services this is a limiting factor to the open internet, especially for people who choose to only have an internet connection as their portal to the world. For a utility Comcast is definitely not behaving as such and have re-introduced ways of squeezing more money for services already being paid for. I can understand to a point a wireless carrier but comcast is not one of those and have shown to have more than adequate bandwidth to spare. Please do something about this and do not allow it to carry on like a tyrant .

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[Ticket: # 528896 - comcast hbogo playstation3 access](#)

**Date:** 9/14/2015 11:10:51 PM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Comcast

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### **Description**

I pay Comcast for internet access and to access HBO Go. However, I am not able to access it over the internet on my Playstation3.

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**Ticket: # 529056 - Communications**

**Date:** 9/15/2015 7:46:53 AM

**City/State/Zip:** Easthampton, Massachusetts 01027

**Company Complaining About:** Charter

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### **Description**

I have been closed off to all communications since July 2015 including incoming calls, texts and have not had any email work since then either. Also had my cable stolen. There is a case on that. Be under (b) (6), Southampton, MA 01073

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**Ticket: # 529281 - Comcast Broadband Cap****Date:** 9/15/2015 10:28:34 AM**City/State/Zip:** Knoxville, Tennessee 37922**Company Complaining About:** Comcast

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**Description**

I feel that the internet cap of 300gb by comcast to select markets is unfair and violates the net neutrality act, and also creates a monopoly for comcast. By capping their services it makes usage of internet based viewing services nearly impossible. Netflix uses 3gb/hour for HD programming, similar to all forms of video streaming services. This is 100 hours of video streaming with nothing else? So thats an allowance of only 3 hours of video streaming per day, using only one tv. And seeing that with speeds only increasing this is almost impossible. I pay for 75Mb/s internet, which equates to 4.2 gb of service per minute. So that equates to comcast limiting customers to 71 minutes per month of full usage of their internet. Comcast is also using the net neutrality act against customers since they cant keep information that you are looking at they have no way to prove or show the customer what is using the data or if its a problem on their end. They are using the excuse that its a market trial, but should a market trial be allowed to violate this act? Also should it charge users for a market trial? This act by comcast is a clear violation of this act and should be stopped immediately.

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**Ticket: # 529715 - Comcast refusing to provide service in area points to behind the scenes deal with other providers**

**Date:** 9/15/2015 12:57:48 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Comcast

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## **Description**

In the (b) (6); Houston; Texas 77077. Comcast has wiring and a signal available to all the homes, yet they are not providing service either stating that "Service is not available in the area and we cannot put you in our billing system"

This is not true because Earthlink powered by Comcast is available in the area, but their speeds are reduced to only 6mbps by their agreement.

Why would they lie?

This forces consumers to AT&T as their only provider who charges an excessively high rate for their substandard Category-3 copper based services they provide which they market as fiber due to using fiber as their backbone to their nodes or "VRAD".

This indicated that there may be a very high possibility of illegal agreements in the background between these service providers.

Comcast additionally claims that a company named TVMAX owns the lines, yet Earthlink powered by Comcast is available in the area through the cable boxes and wiring claimed to be owned by TVMAX.

This makes no sense at all, therefor an investigation is warranted.

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**Ticket: # 530067 - Comcast Data Cap Cash Grab****Date:** 9/15/2015 2:41:27 PM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

I just hit my 90% of my 300GB Comcast Datacap limit, 15 days into the month. This is a ridiculous cash grab by a money hungry, tyrannic corporation. How are we expected to watch Netflix, download updates to our devices, operating systems, and games and still be under the 300GB limit? What's the point having a 4k tv or any other device that requires larger content downloads when I'm afraid of going over my limit? Plain ridiculous, also please don't have Comcast call me to "remedy" the situation by telling me to upgrade to a much higher costing business plan (with a slightly higher limit). Unless of course watching Netflix, and jerking off is considered a business.

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**Ticket: # 530335 - Comcast Internet Cap**

**Date:** 9/15/2015 3:47:25 PM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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### **Description**

My internet service provider has monopoly on the area and has recently placed a cap on my internet service unless I pay an additional fee (\$40) for unlimited usage. It seems like Comcast is trying to discourage its users from streaming tv and movies through the internet. This would be so that they could presumably encourage their customers to then use their cable television instead.

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**Ticket: # 530453 - Comcast False Advertising on HBO Go**

**Date:** 9/15/2015 4:23:51 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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**Description**

I previously complained (ticket #431785) about Comcast not providing access to HBO Go on PS4 devices. The responding denying that they are breaking any laws. While I strongly disagree I would like to make a new complaint that they are falsely advertising their HBO Go service. I have attached multiple screenshots from their website which advertise that you may watch "Watch anytime, anywhere". These advertising claims DOES NOT have any footnotes saying that "Watch anytime, anywhere" could exclude places where they don't want to share credentials (as the used as their excuse in their answer to my prior complaint).

Claiming that a customer can "Watch anytime, anywhere" and then not providing such is false advertising and illegal - (b) (6)

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**Ticket: # 530731 - Internet Data Caps and Fair Use.**

**Date:** 9/15/2015 5:40:25 PM

**City/State/Zip:** Stroudsburg, Pennsylvania 18360

**Company Complaining About:** Blue Ridge Communications

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## **Description**

My ISP (Blue Ridge Communications) has recently implemented a policy that charges the customer extra money for using more than the arbitrary limit that they provide. This policy was not included when I signed up for BRC, nor were the customers informed of the impending changes until they were already in effect. This new policy targets and negatively affects those who rely wholly on the internet for work or use it for video streaming apps like Hulu and Netflix, which my household does both. The limit mentioned is placed arbitrarily at 500GB, which seems reasonable until one realizes that a single hour of HD video streaming can use more than 3GB. Households with more than 1 device can easily exceed that 500GB limit without even knowing it. This implementation of Fair usage and overage fees unfairly targets and siphons money from those who depend on the internet for work or video, essentially punishing them for using alternative movie and video apps and not getting cable from the same provider. Paying customers of Amazon Prime, Netflix, HBOgo, Hulu and gaming companies are the ones who really suffer here because those services require a lot of bandwidth. If there were another competitor that did not charge based on usage I'm sure Blue Ridge would not implement this policy, but they are the only possible provider for many regions in Northeast PA meaning that many families will have to suffer this biased policy or risk not have access to internet altogether. It seems odd that a policy titled "Fair Usage" is anything but fair.

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**Ticket: # 530837 - Constantly disconnecting internet****Date:** 9/15/2015 6:19:44 PM**City/State/Zip:** Philadelphia, Pennsylvania 19118**Company Complaining About:** Comcast

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**Description**

Since the day the internet and cable was installed at my new apartment (the beginning of July 2015), the internet has been very intermittent. After the initial tech finished installing all the equipment, he gave a disappointed look and said, "You'll probably have to have someone check the wiring outside of your apartment." Since then, numerous times a day, the internet kicks out to a point where I have to unplug and re-plug the modem in to get internet service back up to 10 times a day, otherwise, the internet will not work on any type of device. I have since contacted Comcast up to 10 times regarding the same issue and I have received the run-around ever since. The first time I asked for a technician to come to the apartment, the tech called me to tell me that he would be at my apartment in about 15 minutes. The tech never showed. I contacted Comcast about that only to hear that an appointment was never scheduled (HOW WAS AN APPOINTMENT NEVER SCHEDULED IF A TECH CALLED ME EARLIER TO TELL ME HE WAS ON HIS WAY?!). After being disconnected with and calling back, someone else tried to see if they could get someone else to come out (which obviously they couldn't, because why could they? It's Comcast.) I inquired about the Comcast Customer Guarantee that states that a customer gets \$20 refunded if a tech doesn't show, and I was told they'd have to look into it to see what happened and would get back to me (of course, that never happened). A week or so later, I scheduled for another tech to come to my apartment, that person never showed up (no Comcast Customer Guarantee for that either). A week after that, finally a tech arrived for a scheduled inspection. He looked around and questioned why the initial tech who installed the equipment installed it the way he did (apparently he did it in a strange way which doesn't maximize connectivity). He also told me the issue was the wiring outside of the apartment. I called Comcast while the tech was still in my apartment to schedule someone to do outside maintenance; the lady told me that there was outside maintenance scheduled the following day and that it would be fixed by then. To date, the problem still stands. By now, 2 techs have now told me the issue is with wiring outside of the apartment building. Just a few days ago, I utilized the Comcast Live Chat service to make a complaint about my intermittent internet. The original person told me to unscrew the coaxial cable from the modem and touch the tip "to remove any possible static." This obviously disconnected me from the internet; after waiting for the internet to come back to return to the live chat, the agent had signed off. I had to wait in line again in order to be connected with a live chat agent. After connecting with a new agent, she scheduled yet ANOTHER tech to come to my apartment to "pin point where the problem is." I told her that 2 techs at my apartment have already determined the problem is outside, yet this was her only solution. The third tech came to my apartment on 09/12/15 to tell me, yet again, what I've been told before. That someone would potentially take a shovel outside and dig up the wiring to rewire internet to my apartment. I also noticed him examine the wiring inside my apartment and make a face as if he was reacting poorly to how the internet is set up in my apartment. The tech put an order in for me for the internet to be fixed within 48 hours of the order being placed: the internet is still intermittent.

This is an expensive service that I am responsible to pay for, why should I be paying for such poor service?!

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**Ticket: # 530893 - Vudu.com not allowing service through provider**

**Date:** 9/15/2015 6:40:40 PM

**City/State/Zip:** Saratoga Springs, Utah 84045

**Company Complaining About:** Vudu.com

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## **Description**

Vudu.com is not allowing certain customers to use their service based on ISP provider.

I have Vudu.com service through Avative.net but (b) (6) was not allowed service by Vudu.com when switching to Avative.net. He has had to cancel service with Avative.net because Vudu.com refuses select customers service. He is switching back to Comcast where Vudu.com allows service.

Vudu.com is selectively choosing who to allow service to on the same internet provider.

Please advise!

(b) (6)

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[Ticket: # 531406 - Comcast Test Market Cap](#)

**Date:** 9/16/2015 12:27:42 AM

**City/State/Zip:** Villa Rica, Georgia 30180

**Company Complaining About:** Comcast

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## **Description**

Comcast now has a "Test Market" which caps off the data usage.

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**Ticket: # 531456 - Data caps from Comcast.**

**Date:** 9/16/2015 1:29:30 AM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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## **Description**

Comcast has charged me an arbitrarily high amount for 50GB blocks of "overage" data for three years now in a "trial" here in Murfreesboro Tennessee. An extremely high amount of money compared to the market value of the 50GB and its only to promote their TV service and unfairly compete against the Internet streaming services everyone is switching to to get away from their extremely high prices for TV.

This is directly in violation of fair competition and net neutrality laws and regulations that the FCC has been fighting for already. This has to end. I've been charged massive sums, because I had no alternative to the service.

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**Ticket: # 531582 - Tracfone / Safelink**

**Date:** 9/16/2015 9:31:35 AM

**City/State/Zip:** Jacksonville, Florida 32277

**Company Complaining About:** Tracfone

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## **Description**

Dear Personnel, I have received nothing but hassles, abuse, lies, etc... (just as every time I've dealt with this company(s) and it's officials. I've had to also list FCC e-mail address to ever get the company to call me or do anything. This time, they promised to send me a phone a month ago, after receiving abuse from staff. The phone has never arrived, and once again Suzanne Clarke-Milton | Consumer Affairs Department | TracFone Wireless, Inc. | 305-715-6617 does not care to respond to e-mails again. I am unable to get residence without phone, according to the government affiliated office helping me. Without residence, I have no chance of schooling, seeing Specialist doctor in order to keep Medicare, seeing PCP doctor in order to keep Medicare, taxi- in cases of emergency, doctor for medical problems associated with seizure disorder.

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[Ticket: # 532795 - Suddenlink packet injection](#)

**Date:** 9/16/2015 3:29:15 PM

**City/State/Zip:** Spring Hill, Kansas 66083

**Company Complaining About:** Sudden Link

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## **Description**

On the evening of Sept 15th, I received a notice at the top of my browser window that Suddenlink would be down for maintenance. I believe that this is an invasion of my rights as they are replacing the data that I have requested to see, with data of their own. What's next, will they start injecting their own adds into the Webb pages that I view, or even their own content. These types of practices open the door to much worse consequences. How can I truly trust that the content that I an viewing is the type of content that I requested if my ISP is capable of replacing it with their own? Thank you,

(b)

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**Ticket: # 533485 - ISP Data Caps (Cox)**

**Date:** 9/16/2015 6:51:54 PM

**City/State/Zip:** Lakewood, Ohio 45701

**Company Complaining About:** Cox

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## **Description**

I've recently moved into a new house on the west side of Cleveland. As it came time to set up an Internet Service Provider for my new residence, I shopped around and settled on Cox for their promised speeds at a competitive price. I signed up to have their service installed in my home after carefully reading through all of the details of what I was requesting. Fast forward to today, I received an email a week before my billing period ends explaining that I exceeded 100% of my allotted data usage. There was never a mention of that stipulation to their service during the process of signing up; and to mention, there wasn't even a warning that I was nearing the limit of my data usage...

Didn't we just pass the Net Neutrality Act? Wasn't the primary cause of that bill to combat the unfair practices within the Internet's marketplace? Not only do I believe it unjust that I wasn't informed of this provision, but the principle that they are creating such a hinderance on wireless Internet in the home. First I have to worry about going over my mobile internet and when I'm in the comfort of my home with the access to wireless internet that I pay for, I have to worry about using that internet too? What, are we supposed to go scope out all of the "hot-spots" in the are that we can leech off of? What happened to the liberation of the internet and unfair practices like we were promised? Geez, I even have to worry about my internet usage to file a complaint with the Federal Communications Commission.

When is it going to end?

Sincerely yet Considerably Concerned,

(b) (6)

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[Ticket: # 533784 - Personal HotSpot not allowed for "unlimited data" users](#)

**Date:** 9/16/2015 9:51:37 PM

**City/State/Zip:** Wood Ridge, New Jersey 07075

**Company Complaining About:** AT&T

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## **Description**

years ago iOS, the operating system, for iPhones had a personal hotspot feature added to its software. it allows your iPhone to use your data plan and create a wifi spot for other computers and devices to access the internet. unless...you have an unlimited data plan. there isn't even an option to pay for this otherwise free service. the only way to get it is to sign up for their tiered data plans and give up the unlimited data plan. this doesn't seem fair especially when other features like FaceTime were also once blocked to unlimited data users but AT&T eventually caved in. I'm a loyal customer, I pay my bill, and I deserve truly unlimited data with all the BASIC features given to AT&T customers

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**Ticket: # 534028 - Comcast data usage limits & response to letter****Date:** 9/17/2015 8:21:02 AM**City/State/Zip:** Johns Creek, Georgia 30097**Company Complaining About:** Comcast

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**Description**

This is in response to the letter I got from Comcast in a past complaint. I am filing another complaint because the letter did not address my concerns. This same response (which appears to have gone unread) can be found here: <https://consumercomplaints.fcc.gov/hc/en-us/requests/426835>

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I finally received the response in the mail. Unfortunately, it does not address my situation. The letter is simply a templated response.

First, I mentioned that I work from home and my work takes half of my allotment already. There was no mention of this specific concern in the letter and what can be done about this. The letter does not even explain why there is a usage limit to begin with. It briefly mentions something about "reasonable network management practices" but doesn't even state why there needs to be network management. I lived in South Korea for 3 years and never faced a data usage limit with a 100 mbps connection. It wasn't uncommon for me to use 1 TB in a month. My friends in other parts of the world express shock when I tell them about our limits..

Second, I mentioned that the free speed upgrade only makes it so that I can hit that limit faster. The letter does not address this either. I went from 13 usage hours @ 50 mpbs down to 9 usage hours @ 90 mpbs. A speed increase is nice but if I can't download any more then what is the point? It's like upgrading from a Honda Civic to a Corvette but being told you can still only drive to the end of the block.

Thirdly, the letter did briefly mention the injection of JavaScript since I did express concern about this. However, the letter did not address my concerns with security of this. It says that it is "non-disruptive and non-intrusive." Yes, it is disruptive. It's large and directs my attention away from what I am focusing on to read it and click "close." Also, by definition it is intrusive. The HTML page that they are injecting to does not belong to them. They are modifying HTML code from a 3rd party server that is in transit to my computer behind my own personal modem and router. That is the definition of intrusive. I did not invite that. How do I know they aren't hooking my browser and collecting information? I work in information security and do this sort of thing all the time to prove a point to clients about XSS issues.

More than anything, I just want an real explanation in to the data usage cap. It affects my life and my work greatly. I am online 12+ hours a day and have to carefully monitor every gigabyte that exits and enters my network. Just like when I lived in South Korea, I want this usage limit removed. It's just too much to monitor every GB during business hours when I am working.

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**Ticket: # 534421 - Comcast Broadband Usage Calculation**

**Date:** 9/17/2015 11:59:26 AM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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**Description**

I had not checked my broadband usage since mid 2014, but when I checked in September 2105, I saw it was at 349 GB. So I checked all August 2015 and saw that Comcast said the usage was 896 GB. Since at no months of the 2014 months I checked even reached 300 GB, I reasoned that Comcast's numbers were incorrect.

I then tried to ascertain the reason by contacting Comcast's customer access, but after several days of failed responses to my complaint, I decided I needed help and made this complaint.

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**Ticket: # 535037 - Comcast 300GB Data Cap**

**Date:** 9/17/2015 2:38:31 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast in the Atlanta area has just put into effect an unprecedented usage cap of 300GB. If you exceed this cap, you are charged an extra \$10 per 50GB. If you stream from online services in standard HD, you can hit this cap extremely easily. Comcast has never capped usage before this year and before the new net neutrality rules went into effect. I feel their practices are unfair as there is no competition in the Atlanta market. They can treat their customers however they choose and it's not right.

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**Ticket: # 535149 - Internet data usage restraints by ISPs****Date:** 9/17/2015 2:52:03 PM**City/State/Zip:** Marietta, Georgia 30062**Company Complaining About:** Comcast

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**Description**

My average data usage with Comcast is 140GB/month. I did not even know I had a limit until I received a pop up message while online, 14 days into the month telling me I was at 100% of 300GB limit. I pulled nearly every device in my home off the wifi, logged into the modem and began monitoring usage and making sure no one had hijacked my connection. Over the next couple of days with nearly no usage I racked up another 59GB according to Comcast. I spent hours on the phone with them trying to get help and trouble shoot the issue. No one could help and seemed to have less working knowledge of internet connections and data usage than I did. I was disconnected repeatedly and transferred to the wrong department twice. I attempted to reach the individuals that seemed to be trying to help me and they were supposedly going to call me back, but never did hear back from anyone. After researching Comcast support forums online (while using cellular data not Comcast) I found where someone else had this issue and replaced their modem because it was reading usage incorrectly. I went to the Comcast store and picked up a new modem. The hardware activation did not work and I had to call support for them to run diagnostics. While on the phone with the Comcast support tech, I described by data overage issue and she told me that she heard Comcast had a rash of users last month that received overage notices even though they had not gone over. No one ever mentioned this to me in any of my conversations trying to resolve the problem. Comcast should not be allow to limit how much of something free to everyone I can use. I pay them to provide access to the internet not to tell me how much of it I am allowed to view. Their data usage limitations and inability to accurately measure data usage is a systemic problem that needs to be addressed.

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**Ticket: # 535182 - 300gb data limit and NO way to check usage.**

**Date:** 9/17/2015 2:59:00 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast has enforced a low 300gb data usage per month and has disabled the tool used to monitor usage. It hasn't worked for me for a month plus and Comcast support refuses to fix the too

(b) (6)

If you don't know how much you have left, it is very easy to go over your limit and get overcharged. I complained and they gave me 20\$ credit for the tool not working. However it is not acceptable that the tool has not been fixed.

Remove the CAP. My family can't use Netflix/Amazon Video/Twitch/Google Video/Disney Anywhere without worrying about being overcharged. The months I had unlimited data (3 free times a year) I used ~1.4tb and 2.0tb of usage due to my Xbox One games/ pS4 games and uploading family photos to photos.google.com and amazon cloud storage.

300gb is no enough data. Plus comcast doesn't count data it's own services uses against the cap. Unfair advantage.

I have no other choices in providers, company has monopolistic tendencies and terrible customer services.

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**Ticket: # 535375 - Receiving SPAM Email**

**Date:** 9/17/2015 3:34:29 PM

**City/State/Zip:** Playa Del Rey, California 90293

**Company Complaining About:** Bluehost

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### **Description**

I received a unsolicited marketing email from BlueHost with no means of unsubscribing and no CAN-SPAM compliance.

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**Ticket: # 535480 - POLE access for startup ISP**

**Date:** 9/17/2015 3:53:59 PM

**City/State/Zip:** Riverdale, Maryland 20737

**Company Complaining About:** Vitelco Or Innovative

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## **Description**

Good Day,

My company LAN COMMUNICATIONS was trying to gain access to Innovative telephone's telephone poles in order to run fiber optic cable. We have run in to a road block. Please see the below letter.

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Dear (b) (6)

Thank you for your letter of August 22, 2015. As you can appreciate, access to Innovative's telephone poles (as well as the poles of any public utility) is severely limited, given the critical nature of the infrastructure necessary to provide service to customers.

Under federal law (47 U.S.C. § 224(f)), only a "cable television system" or a "telecommunications carrier" is entitled to access to Innovative's poles. Your letter indicates that LAN Communications is "licensed as a Telecommunications provider," and the company's business license from the Department of Licensing and Consumer Affairs" reflects that LAN Communications is a "Common Carrier Intl. Telecom."

However, before it can offer international telecommunications services in the United States, a carrier must obtain international section 214 authority from the Federal Communications Commission ("FCC"). 47 C.F.R. § 63.18; see also 47 U.S.C. § 214(a). I would appreciate your providing a copy of the FCC's grant of LAN Communications' international section 214 authority or the file number of LAN Communications' application to the FCC seeking such authority.

Furthermore, the V.I. Public Services Commission recently determined that it has the power to grant authority to telecommunications carriers to operate in the USVI. Please provide a copy of the PSC's order granting such authority to LAN Communications.

Once you provide this information, we will need LAN Communications to identify the specific pole facilities to which it seeks access, describe the specific services LAN Communications intends to offer, and identify the specific geographic areas in which the company intends to offer services. This information is necessary for Innovative to confirm that: (1) LAN Communications is entitled to access Innovative's poles; (ii) there is sufficient capacity on the poles to accommodate this request; and (3) the request otherwise does not pose a problem for safety, reliability, or generally applicable engineering purposes.

Please let me know if you have any questions.

(b) (6)

Vice President

(b) (6)

[REDACTED]

(NEW EMAIL ADDRESS EFFECTIVE JAN. 1, 2015)

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We are a U.S based company? Is there any special requirements from you that is needed? Also are government agencies bound to be a common carrier in order to operate ?

(b) (6)

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**Ticket: # 535716 - pornography names visible next to elementary schools**

**Date:** 9/17/2015 4:47:00 PM

**City/State/Zip:** San Marcos, California 92069

**Company Complaining About:** AT&T

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## **Description**

My daughter attends (b) (6) in Vista Ca. The apartments behind the school have named and made visible their wireless network so that all the children and parents see this when they go online on their chrome books/smart phones. They named their network F\_\_K You. I leave it to your imagination to fill in the letters. They do not need to make their wireless visible to everyone but have chosen to do so next to two elementary schools.

my daughters school is located at (b) (6), Vista Ca 92083. I believe the signal comes from (b) (6), vista Ca 92083. It is my feeling they are knowingly broadcasting pornography next to two grade schools.

I would appreciate your investigation and response in this matter ASAP.

Thank you for helping keep our children safe.

Regards,

Concerned Parent

(b) (6)

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**Ticket: # 536144 - DEPARTMENT OF CHILD FAMILY SUPPORT SERVICES**

**Date:** 9/17/2015 7:07:46 PM

**City/State/Zip:** La Mesa, California 91942

**Company Complaining About:** AT&T

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## **Description**

ERRORS IN THE SYSTEM BY SOMEONE COMMIT PERJURY. I HAVE RECENTLY FOUND OUT THAT THE DEPT OF CHILD SUPPORT SERVICES WAS MIXING UP CASES WITH THE SAME NAME (b) (6) ( THREE MARRIED WOMEN'S NAMES). THIS WAS IN TULARE COUNTY SUPERIOR COURT, IN VISALIA CALIFORNIA. AFTER RESEARCHING I FOUND THAT TWO HAD TO PAY CHILD SUPPORT AND LOST MINORS. I HAVE NEVER HAD TO PAY CHILD SUPPORT, I HAD PRIMARY PHYSICAL CUSTODY OF BOTH OF MY CHILDREN, WHICH ARE BOTH ADULTS NOW OVER 25YRS. HOWEVER, I BELIEVE SOMETHING WAS WRITING BY MY EX HUSBAND AND HIS FATHER THAT RETIRED FROM THE DISTRICT ATTORNEY OFFICE THAT HAD TO ENFORCE MY EX HUSBANDS CHILD SUPPORT. THEY SEND ME THE CHILD SUPPORT, HOWEVER, I HAVE BEEN LOSING MY JOBS EVERY YEAR AND HAVE BEEN BULLIED. I HAVE DECIDED TO RESEARCH THIS AND HAVE LET EACH AGENCY KNOW THE SITUATION. SOMEONE IS MIXING UP OUR CASES. THE CHILDREN AND I WERE THE VICTIMS IN THIS TULARE COUNTY TOWN. AFTER SEVERAL DEGREES, I HAVE DECIDED TO STAND UP AND SERVE THE COURT TO HAVE HIS STATEMENTS REMOVED BECAUSE THEY ARE COMMITTING PERJURY, TO KEEP THEMSELVES FROM BEING ACCOUNTABLE FOR THEIR RESPONSIBILITIES OF PAYING THE SUPPORT. THE CHILDREN AND I DO NOT DESERVE TO BE VITIMS OF ALL THE VIOLENCE IN THE TOWN WE LEFT A LONG TIME AGO. LAST YEAR, I WAS NON RE-ELECTED AFTER SOMEONE MADE A COMMENT TO ME. 'FAMILY SUPPORT HUH. THE PRIVACY THAT HAS BEEN BROKEN BY THE AGENCIES IN THAT TOWN IS REALLY BAD. THEY ARE TREATING ME LIKE THE BAD PERSON AND I TOOK CARE OF MY CHILDREN FOR 18 YEARS, WHILE HIM AND HIS NEW WIFE IN 1992, WERE MAKING BAD CHOICES WITH DRUGS. IT WAS VERY DIFFICULT ALLOWING THEM TO HAVE THE CHILDREN EVEN FOR THE TWO WEEKENDS AND TWO WEDNESDAYS VISITATIONS. HIS FATHER'S ATTORNEY FRIENDS ALWAYS WROTE EVERY THING TO MEET HIS NEEDS, ALLOWING ME AND THE CHILDREN TO SURVIVE ON OUR OWN, WITHOUT EVEN THE CHILD SUPPORT PAYMENTS PAID IN FULL IN 2007, I ALLOWED HIS TO DISMISS 40,000 IN ARREARS, BECAUSE HIS DA ATTORNEY FRIEND SAID, HE WOULD PAY ME 10,000. I AGREED LIKE ALWAYS, HOWEVER, THE COURTS ARE STILL CONFUSING THE THREE WOMEN WITH THE SAME NAMES (b) (6)

[REDACTED]

[REDACTED]

[REDACTED] A VERY EDUCATED WOMAN ABOVE THE OTHER TWO. I HAVE FOUND REALSTATE FRAUD AND OTHER CREDIT AGENCIES NOT MINE. LASTLY, I AM HAVE FINANCIAL PROBLEMS NOW BECAUSE THEY HAVE NON RELECTED ME AND THE COUNTY REFUSED PAYMENTS BECAUSE THEY WERE HAVING FRAUD ISSUES. I HAVE NOT RECEIVED ANY FINANCIAL HELP SINCE OCTOBER 2014. I HAVE WROTE A LOT OF REPORTS TAKING THIS UP TO SACRAMENTO AND WASHINGTON DC. HOWEVER, SOME PEOPLE DON'T UNDERSTAND JUST WHAT HAPPENS TO THE VICTIMS IN THAT TOWN. PEOPLE WITH MONEY PAY OFF LAWYERS TO MEET THEIR NEEDS AND GET AWAY WITH ALL OF THEIR CRIMES. I HAVE RECORDS OF THE CHILD SUPPORT PAYMENTS FROM THE DA AS THEY WITHHELD THEM FROM MY EX HUSBANDS CHECKS, HOWEVER, HIM AND HIS NEW WIFE

HAVE USED ALL OF MY ADDRESSES FOR THEIR BENEFIT SINCE DIVORCE AND NOT BEEN HONEST. IT'S BEEN TWENTY FIVE YEARS SINCE DIVORCE, WHY ARE THEY STILL GETTING AWAY WITH THE ERRORS, WHERE THEY SEND FALSE DOCUMENTS TO MY EMPLOYERS. PLEASE PUT A STOP TO THESE ORGANIZATIONS AND THEIR LAW BREAKING BEHAVIORS. THANK YOU, A VERY VERY EDUCATED WOMAN. MY MASTER OF ART IS PAYING OFF BECAUSE I CAN RESEARCH AND FIND THE INFORMATION THAT PEOPLE NEED. HOWEVER, YOU CAN SEE INTO THE SCREENS BEHIND THE COURTS AND CHILD SUPPORT DA COMPUTERS. MAYBE YOU CAN FIND OUT MORE. LOOKING FORWARD IN SPEAKING WITH YOU. I WILL DO ANYTHING YOU ASK TO SOLVE THIS CRIME. THIS HARASSMENT WILL STOP THIS YEAR. MY EMPLOYERS NEED TO KNOW THE TRUTH ABOUT THE DISTRICT ATTORNEY SYSTEM IN VISALIA, CALIFORNIA. (b) (6) (RETURN TO MAIDEN NAME (b) (6)

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**Ticket: # 536154 - Comcast injecting marketing Javascript into webpages****Date:** 9/17/2015 7:13:06 PM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Comcast

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**Description**

There are at least two circumstances when Comcast injects Javascript into HTTP traffic for marketing or notification purposes.

1) When using their xfinitywifi access point (which they pretty much force all of their subscribers to do at this point), when beginning a web browsing session they inject a marketing popover onto webpages advertising that you are using that access point. This has the effect of decreasing performance of the webpage and possibly breaking functionality, and it is also a case of running unauthorized code on an end-user's computer, which could result in further security issues if this code has its own set of security problems.

2) If Comcast has been served a DMCA complaint against your IP address, they inject Javascript into your webpages to notify you of this complaint until the complaint has been acknowledged. The same concerns as above apply, with the additional case that they are making judgements on your Internet access based on what unrelated third parties have reported (often erroneously) and this degrades the Internet experience, and also makes the implication that they are willing and able to divert your legitimate traffic from one website to another that is more in keeping with their other business partners. For example, I was served up with an erroneous DMCA notice regarding a Disney property, and the resulting popover made it difficult for me to continue using the Internet until I had visited their site about where to legally stream Disney content from (which was an ad for their Xfinity cable TV service, which I neither have nor want). This was disruptive to my normal course of business on the Internet.

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**Ticket: # 536302 - US Cellular Anti-Apple Discrimination****Date:** 9/17/2015 8:36:26 PM**City/State/Zip:** Sun Prairie, Wisconsin 53590**Company Complaining About:** Us Cellular

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**Description**

I signed up with US Cellular in November, 2013. Since day one, their website has not worked right on either my Apple iPhone or iPad, both of which are on my cellular data account. Calls to US Cellular result in being told to use Internet Explorer or Firefox - both of which are not available on iOS. As such, for nearly two years I have been unable to do basic things such as check my usage, look at bills, check in rewards points, etc. Also, when I leave my home wifi, my devices go to 3G rather than LTE. Calls to tech support get comments about Apple software or "call apple" even though my partner has an iPhone and has no similar issue on Verizon. Friends with android phones on US Cellular also have no problems. I can get LTE only if I reboot the devices. Finally, I accumulated numerous rewards points which I saved to upgrade to the new iPhone. However, US Cellular intentionally ended the program three weeks before they came out. And when I tried to buy Apple-branded accessories such as cases with my rewards points, they had no Apple products available. Add to this, my complete inability to make or hold phone calls from my living room couch - calls had to be made with the phone on top of the cupboard and using my earbud. Data never worked inside the house even though I was in an LTE area, while android users had no issue. All calls to tech support got patronizing and insulting comments about Apple products and users. Many days it takes numerous tries just to log in to My Account. I would have provided my account number, but tonight I can not even bring up the login screen on their web site. I have zero issues with any other website.

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[Ticket: # 536477 - Data cap by cable company](#)

**Date:** 9/17/2015 10:30:54 PM

**City/State/Zip:** Stroudsburg, Pennsylvania 18360

**Company Complaining About:** Blue Ridge Cable

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## **Description**

Blue Ridge Cable in Monroe County Pennsylvania is pursuing anti-competitive business practice by capping data usage. This practice affects usage of alternative video services like Netflix, Hulu, etc. The consumer doesn't have alternatives for broadband access so this business practice is hurting the consumer.

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[Ticket: # 536524 - Internet caps](#)

**Date:** 9/17/2015 11:22:28 PM

**City/State/Zip:** Eden, Georgia 31307

**Company Complaining About:** Comcast

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### **Description**

Please stop Internet caps. We have no other option other than to have one provider which is Comcast and they want to meter Internet. I think that usage should not be metered and people not using much Internet are still paying high prices.

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**Ticket: # 536533 - Youtube Throttling**

**Date:** 9/17/2015 11:28:07 PM

**City/State/Zip:** West Allis, Wisconsin 53227

**Company Complaining About:** AT&T

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## **Description**

For the past week, Youtube videos have been unacceptably slow. It will take as long as 30 seconds to load 2 seconds of any video. I am usually able to watch Youtube in real time in 1080p HD.

Other streaming websites like Netflix work fine, and the rest of my internet is fast, and I have run multiple speed tests, but Youtube has been absolutely terrible for the past entire week. Youtube works perfectly, however, at the local university's internet.

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[Ticket: # 536571 - Xfinity cutting off HBO GO for Playstation](#)

**Date:** 9/18/2015 1:09:17 AM

**City/State/Zip:** Sterling Hts, Michigan 48310

**Company Complaining About:** Comcast

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### **Description**

For years now, Xfinity has not let playstation users use the HBO GO app. I am a paying HBO Subscriber and this is very wrong to limit what platform i watch my subscription on.

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[Ticket: # 537987 - Bias in news coverage](#)

**Date:** 9/18/2015 4:00:57 PM

**City/State/Zip:** Midland, Michigan 48642

**Company Complaining About:** AT&T

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### **Description**

My internet provider, (AT &T) in constantly reporting articles or writing "editorials" supporting Democratic causes and reporting/writing negative ones on conservative/Republican people and views. I would be happy if they did neither, because it gets a little ridiculous. They are very misleading and are overtly trying to sway the way people will vote. Objectivity is gone.

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[Ticket: # 538294 - Zippyloan emails](#)

**Date:** 9/18/2015 5:32:04 PM

**City/State/Zip:** Molena, Georgia 30258

**Company Complaining About:** AT&T

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## **Description**

Over the last few months I've received several emails from Zippyloan.com. Each time I click on the 'unsubscribe' link and enter my information. I keep receiving emails from them almost daily now.

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**Ticket: # 538760 - Complaint against Comcast**

**Date:** 9/18/2015 11:38:22 PM

**City/State/Zip:** Knoxville, Tennessee 37914

**Company Complaining About:** Comcast

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**Description**

I was told by a Comcast representative the 300gbs of data usage per month is excessive. I have three problems with that statement.

1. I do not subscribe to Comcast cable TV service. Therefore my data usage has a cap.
2. I pay 3 streaming services for unlimited movies and music. With Comcast's service, I do not truly get what I pay for with these other streaming services.
3. Everyone of my friends exceeds the 300gb per month. So, by that rationale, 300gbs is NOT excessive!

My last complaint would be the fact that I have no other option for Internet providers. I thought there was an article in the constitution prohibiting monopolies!

---

[Ticket: # 538761 - illegal regulating/ tunneling/ specific persons bandwidth speed](#)

**Date:** 9/18/2015 11:44:54 PM

**City/State/Zip:** Phoenix, Arizona 85020

**Company Complaining About:** Cox

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## **Description**

pureplay.com is in the ongoing practice of tunneling players bandwidth speed and habitually breaking players connections to run criminally fraudulent poker games.

---

**Ticket: # 538764 - Comcast Calling Using Racial Slurs**

**Date:** 9/18/2015 11:48:42 PM

**City/State/Zip:** Santa Cruz, California 95062-4608

**Company Complaining About:** Comcast

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### **Description**

A Comcast representative called us said he used racial slurs against me and threatened to cancel our account. She was very rude. And is canceling our service without our permission.

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**Ticket: # 538808 - Comcast Bandwidth Choke**

**Date:** 9/19/2015 1:25:03 AM

**City/State/Zip:** Lusby, Maryland 20657

**Company Complaining About:** Comcast

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## **Description**

We have been paying for the highest bandwidth speed available from Comcast. Lately, it has not lived up to standards (or price). We called to have someone to check our equipment, but have been merely offered a remote router reset. They have simply refused to send out an actual technician. After about 2 months of a choked bandwidth, our bill inexplicably went up by \$20. Also, internet is used during peak and non peak hours, yet speed is still minimal at all hours.

---

[Ticket: # 538862 - violation of the Comcast anti-retaliation order FCC 11-4 NBCU merger](#)

**Date:** 9/19/2015 7:21:48 AM

**City/State/Zip:** Miami, Florida 33127

**Company Complaining About:** Comcast

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### **Description**

I was a participant of the merger in the 10-56 . Comcast is retaliating against me for doing as the FCC required to adjudicate. There is an anti retaliation order in place listed in the FCC 11-4. I need help Now.

---

**Ticket: # 539428 - Comcast 300GB Cap**

**Date:** 9/19/2015 4:38:15 PM

**City/State/Zip:** Miami, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

I'm am writing to voice my displeasure with Comcast enforcing a 300GB cap on my account and wanting to charge me \$50 extra to have unlimited. I shouldn't have to worry about how much media I consume in a day. I, nor anyone else in this day in age should have an internet cap. I am an IT student and use the internet all day downloading big files for various things. Once this 3 month "test" is over and they end up keeping the enforcement. I will be looking elsewhere for another ISP.

---

**Ticket: # 539470 - High Internet Prices**

**Date:** 9/19/2015 5:15:36 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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**Description**

Comcast refuses to lower my overall price of service when I remove cable television from my service package. They force you to purchase bundles to receive lower pricing, I had tv/internet for \$39.99 but if I only want internet, it is \$66.00. This makes no sense.

Also, why do we have to negotiate new rates every year instead of Comcast allowing customers to keep the introductory price. This would help them to keep more customers.

I only want Internet and should be able to get it for less than a bundled package. Now that there are online educational classes and children need to access class materials online, it is imperative for customers to have access, but not at the current prices. If I switch to AT&T, it is the same thing.

These companies are holding customers hostage by agreeing to keep prices high. There are no other alternatives.

Now that my \$39.99 service has expired, I called to see if I could get a better rate. The customer service agent said he could extend the service for another year at the same price. However, when I received the confirmation email the price was \$59.99. When I called Comcast a second time, they said the \$39.99 rate was not available. The agents lie about promotions and there is no way to backup allegations of their lies.

I think it is simple to require these companies to give customers a set rate so there is no introductory offer expiration each year. Also, they should unbundle services offering one service at lower rates.

This is a clear case of price fixing between Comcast and AT&T that needs to change immediately.

Please put a stop to this practice by requiring Comcast to offer me a lower monthly rate if I cancel my cable service rather than increasing my rate if I cancel a service I don't want.

I would go elsewhere with my business, but AT&T does the same thing as Comcast and these are the only two providers in my area.

---

[Ticket: # 539477 - cant access microsoft thru my mobile devices](#)

**Date:** 9/19/2015 5:21:30 PM

**City/State/Zip:** San Antonio, Texas 78254

**Company Complaining About:** Time Warner

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## **Description**

I am trying to coordinate email, my mobile phone/note pad/and my laptop, and cannot. I have tried what I understand and the instructions given for several days and still cannot coordinate/sync them.

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[Ticket: # 539582 - T-Mobile deceptively advertising "unlimited" mobile internet data plans.](#)

**Date:** 9/19/2015 7:04:01 PM

**City/State/Zip:** Ellisville, Missouri 63021

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile offers 4G LTE data services for internet access on smartphones. Most smartphones, including mine, have a feature that allows them to share this internet connection with other devices (such as a laptop, or a tablet) over WiFi, USB or Bluetooth called tethering. While T-Mobile advertises their data plan as unlimited data, it discriminates between data services utilized on the phone and data used on other devices through their LTE connection. The "unlimited" plan I have actually offers a 7GB limit on tethered data! In my opinion, this is a misleading business practice. Why is T-Mobile allowed to advertise its data service as unlimited, but turn around and limit certain kinds of traffic on its network? After exceeding this 7GB tethering limit, T-Mobile severely restricts the bandwidth of my connection from tethered devices, making web page loading and downloads slow to a crawl. In some cases, this renders internet access practically useless.

This is an expensive service: their base plan is \$50 a month, and unlimited data is an additional \$30 a month. Combined with fees, my bill is nearly \$90 a month! I work for a living. I am not made of money. This is a service I continue to pay a premium price for out of necessity. T-Mobile is actively deceiving consumers in order to sell a service that it does not technically offer. What will the FCC do to put a stop to T-Mobile's outrageous shenanigans?

---

**Ticket: # 539695 - Internet**

**Date:** 9/19/2015 9:10:48 PM

**City/State/Zip:** Burnsville, Minnesota 55306

**Company Complaining About:** Frontier Communications

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## **Description**

I requested to port my the LAN number I have with Frontier Communications and keep only internet service over 10 days ago. The initial appointment the tech cam out and said he did not need to come out and do anything with my line. He went to the office and call me back to assure me that they will transfer my account and will not experience any interruptions to my service. A week later and 5 calls to customer service and I am told I will not have it restored for another 5 days.

---

**Ticket: # 539882 - Facebook had violated my 1st amendment, and 14th amendment AGAIN!!!!**

**Date:** 9/20/2015 3:07:49 AM

**City/State/Zip:** Mantua, New Jersey 08051

**Company Complaining About:** Facebook

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## **Description**

I was baited by two women, and they harassed me first! Calling me names and so forth. I called them names in return. I got banned, they didnt. Something needs to be done to protect me from this kind of behavior. My family and friends are on facebook, and I look at my speech, as an art. If someone insults me, I have the right to insult them back. Weather it be a full profane insult, or a dysphemistic insult. Facebook is regulating the FREEDOM of SPEECH, and not giving me a fair trial to defend myself.

---

**Ticket: # 539884 - Comcast Internet Cap**

**Date:** 9/20/2015 3:19:45 AM

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

**Company Complaining About:** Comcast

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## **Description**

In the era of communication, Comcast has decided to impose an usage cap on their service. A cap that it is obviously avoided if you pay any set fee they decided. Funny how they don't have congestion problems when you pay as if you used a special server or something like that. Pay a premium for the service are already paying. This will be activated in my area(Miami, FL) as of October, 2015. Also, Comcast advertised me Downloads speeds of up to 25mb, speed that I have never closely achieved, speed unreliable to the point that test done with comcast speed test page, gives less than 1mb.

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[Ticket: # 539920 - Comcast Data Usage limit](#)

**Date:** 9/20/2015 8:40:27 AM

**City/State/Zip:** Fayetteville, Georgia 30215

**Company Complaining About:** Comcast

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## **Description**

Comcast's unfair practice of limiting data usage on my internet plan.

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**Ticket: # 539925 - Comcast Data Usage Plan "Trial"****Date:** 9/20/2015 8:56:27 AM**City/State/Zip:** Atlanta, Georgia 30338**Company Complaining About:** Comcast

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**Description**

Comcast opted our account into a new "trial" plan in Atlanta to cap monthly data usage at 300 GB. Although I'm not opposed to a usage cap in theory if handled correctly, Comcast is unable to verify the accuracy of its usage meter. Comcast claims that we have used 350 GB of data from Sept. 1 - 20, whereas our previous high usage was 215 GB for the entire month of August (never more than 200 GB in June or July). This drastic increase in supposed usage makes no sense - we have not increased internet or streaming device usage, and actually did far more streaming on services like Netflix in June and July. In fact, based on the timing of Comcast's alerts, we are claimed to have used approximately 30 GB of data over the previous two days; days on which we were largely out of the house with all internet devices turned off.

Comcast shows nothing more than an aggregate of the total amount of data used with no ability to detail daily usage or pinpoint unusual spikes in usage. This is likely an intentional deficiency of their service, as I have read many other concerns similar to ours, and Comcast seems to have no interest in validating the amounts of usage they claim. We're simply told that their readings are accurate and we must be billed.

---

**Ticket: # 539940 - Open Internet**

**Date:** 9/20/2015 10:03:34 AM

**City/State/Zip:** London, Ohio 43140-9301

**Company Complaining About:** Level3

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## **Description**

40-50% packet loss through ae-3-80.edge3.Washington4.Level3.net

This is a known and ongoing issue.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible at the top left of this redacted area.

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[Ticket: # 539982 - Open Internet](#)

**Date:** 9/20/2015 10:54:56 AM

**City/State/Zip:** London, Ohio 43140-9301

**Company Complaining About:** Time Warner

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## **Description**

Congested peering point between TWC and Level3. >40% ongoing packet loss.

Neither ISP will own this problem and as a consumer I don't have the knowledge, resources or contacts to affect a resolution.

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[Ticket: # 540104 - Hacking and trying to extort money](#)

**Date:** 9/20/2015 2:02:00 PM

**City/State/Zip:** Rogersville, Alabama 35652

**Company Complaining About:** Zito Media

---

### **Description**

Someone recently seized up my kindle and told me that I was looking at illegal content and they were gonna turn me in to the authorities if I did not send them \$250,000 through pay pal. I just ignored it but thought you should be aware. Thank you.

---

**Ticket: # 540180 - Internet Data caps**

**Date:** 9/20/2015 3:41:47 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

On September 20th, 2015 I started to see a disclaimer on my laptop screen showing me that I have reached 90% of my data usage with Comcast/Xfinity internet. When I clicked to link to see my data usage meter, it shows that it is not working at this moment and to try again in a few minutes.

So, not only is Comcast threatening my internet access, they will not give me the information that shows I've exceeded the usage. Which I never knew they would place a cap on in the first place.

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[Ticket: # 540359 - ISP blocking Work VPN](#)

**Date:** 9/20/2015 6:57:46 PM

**City/State/Zip:** Winter Garden, Florida 34787

**Company Complaining About:** Centurylink

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## **Description**

My ISP kicks me off my VPN every time I Connect. I work for Apple at Home so this VPN is limited to work use only.

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[Ticket: # 540471 - Net Neutrality](#)

**Date:** 9/20/2015 9:34:53 PM

**City/State/Zip:** Colchester, Vermont 05446

**Company Complaining About:** Comcast

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### **Description**

I would like the internet to remain a level playing field, and I would like more choice and competition among providers.

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[Ticket: # 540991 - Internet interruption](#)

**Date:** 9/21/2015 11:32:53 AM

**City/State/Zip:** Ingleside, Illinois 60041

**Company Complaining About:** Comcast

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## **Description**

Internet often unavailable therefore driving up the data usage on my phone

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**Ticket: # 541216 - Time Warner Cable Throttling**

**Date:** 9/21/2015 12:44:22 PM

**City/State/Zip:** Lima, Ohio 45801

**Company Complaining About:** Time Warner

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## **Description**

I have contacted Time Warner about my speed going up and down. They said it was fine. I pay through the nose for their max speed 50mbs. I was streaming WWE wrestling Night Of Champions Last night. No other computer etc was on except the one streaming. I had issues all night with freezing and also the feed from WWE senses your speed which in-turns dictates the definition you are watching. Many times it would broadcast in low def and on a 46" Plasma it looks like crap. I am done talking to these people. I am done with their monopoly. I want something done.

---

[Ticket: # 541318 - Comcast data caps](#)

**Date:** 9/21/2015 1:14:06 PM

**City/State/Zip:** Knoxville, Tennessee 37920

**Company Complaining About:** Comcast

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## **Description**

In my area (Knoxville, TN), Comcast is allowed to cap monthly data to 300 GB/month and force users to pay exorbitant fees for any data after. Furthermore, Comcast will intentionally reduce a user's delivery speed for all data past the initial 300 GB, even if the user pays for a fixed data speed. This is an unethical treatment of user contracts and violates Net Neutrality by prioritizing the first 300 GB a user uses per month.

---

[Ticket: # 541442 - World Wrestling Entertainment non ad disclosure on social media](#)

**Date:** 9/21/2015 1:47:48 PM

**City/State/Zip:** Grand Island, New York 14072

**Company Complaining About:** T Mobile

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## **Description**

WWE has multiple affiliates outside of their industry they regularly have employees give reviews of such products as dark, gypsy coffee, cellucore protein, gold sheep clothing, icon meals etc. They do not advise that these are ads nor identify the fact that they have monetary agreements with said companies. The amounts of products being advertised under the guise of personal preference is staggering.

---

**Ticket: # 542857 - Tmall.com spam complaint**

**Date:** 9/21/2015 9:16:25 PM

**City/State/Zip:** Norwalk, Connecticut 06850

**Company Complaining About:** Cablevision...but They Are Not The Problem....spam Is The Problem

---

### **Description**

I continuously unsubscribe to their emails and while this seem to do it for a very short period of time...then the start again all over again from them...the attached is one of those emails. I really want nothing from them... they are so bad...seems like a willful disregard for the law...



(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**Ticket: # 543102 - Steampunk Community**

**Date:** 9/22/2015 5:13:51 AM

**City/State/Zip:** Ogden, Utah 84404

**Company Complaining About:** Google..trademarkia.com Copyrightweb.com Better Business Bureau

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## **Description**

Bonsoir,

My name is (b) (6) and I am a person of Interest..I am part of the Steampunk Community and we are trying to start a Union with the Los Angles labor unions... I have made Several complaints with no results.. I have called and Emails to Tradmarkia.com and Copyrightweb.com.. I asked them to send a copy of my trademark in the mail so I could have a printed and Stamped Trademark from the government....For some reason My Emails have changed on my Google account.. I no longer have copies of my trademarks or Copyrights..I filed a complaint with the Better business bureau and a few Joint Commissions and the Commic-cons themselves.. I have even had threats of violence and Cyberbullying.. i have watched my emails change when I contacted some Publishing Companies for Example Westbow Press and Author House.. Everyone thinks they are my Publicist including Home Land Security...I am trying to Purchase a Bussiness License and I am being Discriminated against because of my Dyslexia.. I am affiliated with Americans with Disabilities act... I am a member of the L.D.S. church and I was born under the covenant and me and my family have had several discussion about getting published with Dessert Book... I do not know why Everyone thinks they are my publicist.. I do not know why I am getting bullied in my own community... i have sent several emails to the city of LeDuc... (b) (6) of france... We have every right to start a class action Lawsuit against google for missing emails or another discriminatory copyright violations

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[Ticket: # 543148 - Comcast data limit](#)

**Date:** 9/22/2015 8:24:10 AM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

I had a lightning surge 2 months ago at my home and had to switch modems for Comcast. Since that time, we have exceeded our data limit of 300 gigs. I've had Comcast internet for over 2 years and have never exceeded my limit and now all of sudden two months in a row. Our internet habits have not changed. Please do away with data limits or allow another company to provide comparable service.

---

**Ticket: # 543245 - Informal Complaint Re Net Neutrality**

**Date:** 9/22/2015 9:38:10 AM

**City/State/Zip:** Spanish Fort, Alabama 36527

**Company Complaining About:** New Sterling Resorts, Llc

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**Description**

During the development of the (b) (6), Defendant Developers recorded a Declaration of Condominium which provided in Article III, subparagraph C(15) for a “wiring easement” which would be cancellable by the Association after Developer turn-over of Association control to the Unit Owners.

On or about September 11, 2009, pursuant to instructions from the Board of Directors of Plaintiff, Plaintiff’s then legal counsel formally cancelled Defendants’ subject “wiring easement” via letter to the same. (See Exhibit “H,” Affidavit of (b) (6)).

22. To date, Defendants have ignored Plaintiff’s cancellation of the “wiring easement,” and the alleged successor and assign of Defendants Developers’ alleged “wiring easement” – Defendant BRSW – has recently blocked Plaintiff’s access to portions of the (b) (6) property that must be accessed in order for Plaintiff to successfully and directly contract for the installation of new and/or additional telephone/cable/telecommunication system wires at the Condominium. (See Exhibit “H,” Affidavit of Dave Evras).

23. Defendants’ refusal to recognize the cancellation of the “wiring easement” violates the clear terms of the controlling Declaration of Condominium, and violates both Florida and Federal law prohibiting “exclusivity” with regards to such telecommunication-related wiring.

Plaintiff has suffered damages caused by Defendants’ breach of said Declaration covenants, specifically including but not limited to the inability to directly contract for the installation of new and/or additional telephone/cable/telecommunication system wires for the Condominium, and the resulting inability to save its members substantial monies and provide its members with additional and more desirable telephone/cable/telecommunication system options for usage.

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[Ticket: # 543614 - Comcast data caps](#)

**Date:** 9/22/2015 11:22:03 AM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

I get charged for data overages. I have a base bill of 78.95 and I have paid 70.00 over in overage charges. I do not use any thing but internet from Comcast. Comcast offers IN SOME SELECTED AREAS BUT NOT MINE unlimited data at 30.00 per month extra. Why is this not a violation of Net Neutrality, where some users in a geographic area get charged exorbitant overage fees, while others get unlimited content?

---

[Ticket: # 543721 - ISP blocks some websites and speed is very low](#)

**Date:** 9/22/2015 11:46:45 AM

**City/State/Zip:** Strasburg, Virginia 22657

**Company Complaining About:** Shentel

---

## **Description**

Shentel, my ONLY ISP in Strasburg, VA area, blocked some major web site using by millions people, and they didn't show any lawful order to tell us why they are doing that. The web site like wechat.com, qq.com, and a lots of others can not be accessed. The tech people from Shentel told me if I us Google's DNS, I'll be able to get everywhere. The highest speed they can offered is 10M, but when we test it, 90% of time are below 5m.

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**Ticket: # 543958 - Unsolicited Emails**

**Date:** 9/22/2015 12:56:14 PM

**City/State/Zip:** Marine City, Michigan 48039

**Company Complaining About:** Comcast

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### **Description**

Somehow I started getting the subject emails selling various products and I have been unsubscribing via both ways offered on the email. They will say I unsubscribed on August 25 and it takes 10 days and to send an email to another place. I have sent two of those the second one was sent today. The address I sent it to was [info@solarsavingsamerica.com](mailto:info@solarsavingsamerica.com)

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**Ticket: # 549165 - TV**

**Date:** 9/24/2015 12:33:14 PM

**City/State/Zip:** New York, New York 10010

**Company Complaining About:** AT&T

---

## **Description**

I seem to be having problems with the online feeds, they seem to be having audio and video problems located at <http://www.streamlive.to>

---

**Ticket: # 544330 - Suddenlink overage charges to negate streaming competitors**

**Date:** 9/22/2015 2:37:55 PM

**City/State/Zip:** Kinston, North Carolina 28504

**Company Complaining About:** Sudden Link

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## **Description**

I have recently switched my cable TV service to SlingTV a streaming based provider to cut household cost. Suddenlink has deployed monthly caps on network traffic to financially restrict what type of traffic (HD Streaming, file downloads, etc.) can be accessed. If I am limited to view educational, research, and personal content that financially hinders my access to the open Internet this should fall under net neutrality. This is a ploy to capture what is a changing cable TV marketplace. How long we this be tolerated, as Suddenlink holds a ISP monopoly in my service area?

---

**Ticket: # 544743 - Internet. phone. blockage**

**Date:** 9/22/2015 4:33:02 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

My family and I are being harassed. My email. Internet and phone are tapped. My econmerce business is being blocked do it can't be developed. I filed a lawsuit againstthefederal government advised from a trusted high ranking person. The lawsuit is in the northern district court in Atlanta. We have been harassed since 2009. And using citizens to now to frame me and my children. Many have copied of the lawsuit and many have the details as I believe the media was being used to cover up the events upon my death. I guess that is what they have planned. Please contact me. I gave a copy of the lawsuit to the federal government and other agencies add well. I was told some negotiations were made to cover up the terrorism against my family to save atlanta. Please call me concerning these issues. (b) (6)

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**Ticket: # 545422 - Cancel my contract without notice and without reason**

**Date:** 9/22/2015 7:36:39 PM

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

**Company Complaining About:** Comcast

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## **Description**

I use comcast business internet. I sign the contract on the 09/04/15 .comcast move to my internet service from old address to new address . install date will be 09/15/15. at date 09/15/15 no one shows up and i call back no answers. 09/22/15 i try to calling in again another representative told me my contract has been canceled .and i haven`t received any notice phone call or emails to tell me that. and he say he have to summit this contract again.need waiting for another 5-7 busined days .and i want cancel my service i have to the termination fee .\$600 . i don`t if they can just do that to me or not? i think they just Unilateral breach of contract.what should i do?

---

**Ticket: # 545441 - Unfair merger**

**Date:** 9/22/2015 7:44:30 PM

**City/State/Zip:** Rochester, New York 14608

**Company Complaining About:** Sprint

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## **Description**

I have also been a loyal customer to Clear for years and never had any problems until Sprint bought them out. From that point on, our internet grew slower and slower. Since the beginning of June, the internet shuts down several times a day now. This is terrible. So mad that now I'll be forced to go elsewhere for less service at a gouging rate. I was informed that my expense equipment that I purchase from Clear will be no longer of any use, and I would have to purchase new equipment through Sprint in whom they are merging with. I was also informed I would be without internet service for 2 months, which is not fair at all to me as a consumer at all. As well as the data limits being put in place now capping data and creating overage fee, whereas Clear had unlimited data. Overall in general this merger will hurt the consumers and has no benefit what so ever from a consumer stand point, and it feels like there is nothing we can do as consumers. Also where I am located there are not to many internet providers that offer service in my area, very disheartening.

---

[Ticket: # 545452 - Slower internet connection although I am paying for increased speed](#)

**Date:** 9/22/2015 7:49:35 PM

**City/State/Zip:** Seattle, Washington 98119

**Company Complaining About:** Comcast

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## **Description**

I recently upgraded my internet from 50mbps (of which I was getting 30) to 100mbps. I saw no increase in speed and did a test finding that there was no change. I called comcast to see if they could diagnose it. They said they would send someone to take a look. They didnt come to their appointment and ever since my internet has slowed to almost a halt, especially while watching streaming services. I preformed an Internet Health Test and recieved a .03mbps on one connection.

---

**Ticket: # 545725 - Excessive Charges****Date:** 9/22/2015 10:39:50 PM**City/State/Zip:** Vancouver, Washington 98664**Company Complaining About:** Comcast

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**Description**

I have had numerous issues with the tech on my services at this particular address. I finally had to move to a cell phone to stop dealing with the incompetence of call centers presented by Comcast. Today I was informed that my internet charges are double now that I no longer have the phone too. They tried to deny me the standard service of having a recording on my line to say what my new phone number is. I had to ask for a manager before the (after three transfers and more than half an hour on the phone explaining and enduring call center scripts from the wrong ppl), woman on the phone would even TRY to find out how to do the service. She lied to me saying that they "can't do that" anymore and that it's absolutely no longer offered. I want a review of why I'm not offered any kind of reasonable internet charges. I'm worse off than I was before, now.

---

**Ticket: # 546375 - section 8 house for rent on GOSEC8.com SCAM**

**Date:** 9/23/2015 11:35:40 AM

**City/State/Zip:** La, California 90037

**Company Complaining About:** Boost Mobile

---

## **Description**

**(b) (6)** -WHITE NAME **(b) (6)** -AFRICAN ACCENT/VOICE

constantly calling me, texting me... from **(b) (6)** which is a call center. said he was in arkansas and would rent a house to me. house in los angeles for sale \$33K on the market. but he

CONVINCED ME TO TRANSFER WIRE HIM \$500 TO SECURE HOUSE FOR RENT ON SEC8 WEBSITE. SCAMMMMMMMMMMM

I HAVE REPORTED TO FBI!!!!

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**Ticket: # 546387 - Undue Suspension of Services**

**Date:** 9/23/2015 11:38:39 AM

**City/State/Zip:** Clinton, Tennessee 37716

**Company Complaining About:** AT&T

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**Description**

The popular social media website known as Twitter (www.twitter.com) has started to suspend accounts for supposedly violating their terms of service on harassment. The examples being given being nothing more than honest and legal criticism of the actions and commentary of others or submitting information revealing either unethical or illegal actions being performed by those requesting the accounts be suspended. Henceforth violating the First Amendment rights granted the affected accounts in question. The event being done in response to the now year old consumer revolt known as the 'hashtag' #GamerGate after solid proof of the illegal actions of an opponent of the movement came to light. The actions in question was the distribution of child pornography by one

(b) (6) on a server in his possession. (b) (6)

The illegal suspensions starting with the suspension of the account (b) (6) who was responsible for the evidenced logs coming to light.

It is the hope of this humble citizen that the accounts of those affected by the illegal ban be restored and proper legal action be taken upon those responsible for attacking a group of concerned consumers wishing for nothing more than honest and ethical journalism.

It has also been reported that the group in question has been threatened with bombs and other forms of bullying that violate known laws on cyberbullying under the guise of 'they started it.' When all the 'evidence' provided by those claiming harassment carried absolutely NO link to the online consumer revolt or could even be considered AS such. Would appreciate an in depth investigation upon this serious violation of human rights and illegal censorship.

P.S. AT&T as far as I know has no part in this illegal action. I would also like an honest response in how this falls under the law for the sake of understanding.

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**Ticket: # 546814 - Bottlenecked or intentional degrade of internet service.**

**Date:** 9/23/2015 1:26:25 PM

**City/State/Zip:** South Berwick, Maine 03908

**Company Complaining About:** Comcast

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## **Description**

I have continually experienced connectivity and latency issues with Comcast internet service virtually all year long, documented since 1/30/15. I've had technicians come to the house, reset the modem, installed a "upgraded modem" by Comcast, and changed network bandwidth; all of this has not improved my service nor customer support. I have taken personal days from work which I cannot get back, interrupted my schedule, I have spent hours and hours on the phone with every department, and lastly have dealt with below subpar internet service. To pay over a \$100.00 a month for this service is absurd. Every night this week, watching shows on Amazon Prime, we have had to downgrade to SD vice HD and it still buffers the majority of the show. My hardwired devices have dropped connectivity or experienced less than 15MBPS download and 1.5MBPS upload. This is only 20% of the capacity that I PAY FOR!

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**Ticket: # 547017 - Open Internet**

**Date:** 9/23/2015 2:16:17 PM

**City/State/Zip:** Lubbock, Texas 79401

**Company Complaining About:** Korcett/american Campus Communities

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## **Description**

Korcett Holdings (The internet provider mandated by my Apartment Complex) blocks ports on both incoming and outgoing connections, preventing the use of common internet based services including Xbox Live and VPNs. They used to provide a DMZ service allowing the customer to open ports as they wish but has since disable that function. Xbox Live is blocked, as well as HP eprint, OpenVPN, Dlink myCloud cameras, Vera Automation and any game servers that I used to run from my computer.

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[Ticket: # 548006 - unlimited data, slow after 4G](#)

**Date:** 9/23/2015 7:01:14 PM

**City/State/Zip:** Sacramento, California 95815

**Company Complaining About:** MetroPCS

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## **Description**

Metro PCS service claims unlimited data but it will slow your speed down after usage of 4G.

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**Ticket: # 554241 - SPAM**

**Date:** 9/27/2015 8:33:44 AM

**City/State/Zip:** Huntington Beach, California 92648

**Company Complaining About:** Cox

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## **Description**

My attempt to unsubscribe from Hertz car rental mailing list have been unsuccessful - even after three attempts. The process of unsubscribing is also too onerous.

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**Ticket: # 548651 - Broadband Overage Fees by Cable Company**

**Date:** 9/24/2015 9:50:48 AM

**City/State/Zip:** East Moline, Illinois 61244

**Company Complaining About:** Mediacom

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**Description**

Every month I get notices from Mediacom cable company that my broadband use is reaching it's monthly limit. Because I watch programs on Netflix which is not a part of Mediacom's programming they penalize me! Because I work on my computer and have to download info all the time they penalize me! This is wrong! When is the FCC going to do something about Internet/TV broadband caps?

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**Ticket: # 549650 - BRCTV Data Caps**

**Date:** 9/24/2015 2:56:01 PM

**City/State/Zip:** Blossburg, Pennsylvania 16912

**Company Complaining About:** Blue Ridge Cable Tv

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### **Description**

Blue Ridge Cable TV put a data limit on my Cable Internet. We currently do not have cable TV we stream all shows. This seems like it is infringing on Net Neutrality.

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[Ticket: # 550674 - Slow Internet Despite Paying for High Speeds](#)

**Date:** 9/24/2015 9:15:38 PM

**City/State/Zip:** Bloomfield, Connecticut 06002

**Company Complaining About:** Comcast

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### **Description**

Pay for just about the best internet package they offer. Yet, consistently goes out. It always something with my Comcast equipment. This happens especially when viewing streaming sites such as Netflix, Slingbox, etc. They offer an internet that can't handle the internet. See where I'm going with this?

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**Ticket: # 550785 - Data caps**

**Date:** 9/24/2015 11:13:49 PM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

I signed up for internet with comcast. I don't understand why they have the right to charge me for extra data. I use the internet for work stream hd movies from hobo go and Amazon . Play online games. And I always have to pay 40 to 60 dollars more. Why should I be punished for using services I pay for . Okay for their service to use these other services . If I had another company in my area I could use I would switch but I can't and everyone I know feels the same way.

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**Ticket: # 551464 - Comcast Data Caps**

**Date:** 9/25/2015 12:36:02 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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### **Description**

Comcast is currently implementing a trial \$30 'Unlimited Usage' fee & charging customers an extra \$10 for each 50 GB of additional data in the following areas (including Atlanta where I currently reside):

Huntsville and Mobile, Alabama; Tucson, Arizona; Fort Lauderdale, the Keys and Miami, Florida; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson and Tupelo, Mississippi; Knoxville, Memphis and Nashville, Tennessee; and Charleston, South Carolina.

**THIS IS UNACCEPTABLE!!!!**

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**Ticket: # 551743 - Comcast Monopoly**

**Date:** 9/25/2015 1:44:34 PM

**City/State/Zip:** Lombard, Illinois 60148

**Company Complaining About:** Comcast

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**Description**

Complaint No. 49685 was never resolved and was deemed resolved by Comcast, not by Manish Patel and was closed so I will open a new ticket.

Comcast has a monopoly in my town and are charging whatever prices they want for internet. Furthermore, when I called them to see if there was a way to keep my bill at an affordable price. I was told the only way I could do this was to bundle with TV. Even dropping down to a lower speed would increase the price I would pay for internet. ( 66.95 for 6mpbs offered via, Al Tenison. )

Once again I should not have to bundle my internet with TV for me to get a more affordable price. Since Comcast is the ONLY broadband hi-speed internet provider in this area, Comcast has decided to charge ridiculous prices for an internet only package.

Since the last time Comcast contacted me via, Tammy G, nothing has been resolved. Tammy G did not even address the complaint and nor did she read/or understand it, judging by her addressing Complaint #49685 as a duplicate complaint to #385513 and saying my "billing" problems have been taken care of already. Then promptly hung up the phone on me, saying "This is going nowhere."

Since she obviously did not read/understand, let me explain this in a more simple matter that a kindergartner would understand.

The billing drama I have had is only ONE of the reasons I do not want Comcast TV service. The other reason is, I do not need TV service at this time.

This complaint is not about the billing drama, but the fact I have to bundle TV with my internet to keep it affordable.

This complaint is about the fact the Comcast has a monopoly in my town on internet, which means no competition.

This complaint is about the fact the Comcast wants to charge extremely high prices in my town for an internet only package, when there are places in the USA that a 1GBPS up and down for \$70 a month.

Yet the best price Comcast can offer me currently is 6MBPS for \$66.95

I hope that this helps Comcast understand what I am talking about this time/ I hope the actually read the complaint this time and actually address it as well.

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**Ticket: # 552196 - Comcast CAPS**

**Date:** 9/25/2015 3:51:21 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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### **Description**

I got forced into data limit CAPS in the middle of my contract. I have 4 people living in my house, me, my wife and two teenage kids. We both work from home and we use Netflix and Apple TV and now pay overage fees every month starting around the 15th of each month.

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**Ticket: # 552416 - Censorship by aol**

**Date:** 9/25/2015 4:47:47 PM

**City/State/Zip:** Los Angeles, California 90265

**Company Complaining About:** Aol

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## **Description**

I just tried to complete reading and then to forward via email or Facebook an article on the "Stand with Us" website. It was critical of an elementary school inviting a pro-Palestinian activist whose relative bragged about driving the bomber of the (b) (6) which killed many Israelis to speak to third grade children. Over a dozen times, the site disappeared as I tried to email it to others or to forward it to Facebook. I couldn't even finish reading it. This has happened before and constitutes censorship. I hope that the FCC will investigate - perhaps go to the (b) (6) website via aol and see if they have more success than I in forwarding articles. Thank you.

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[Ticket: # 552954 - Internet Data Caps](#)

**Date:** 9/25/2015 7:50:55 PM

**City/State/Zip:** Savannah, Georgia 31407

**Company Complaining About:** Comcast

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**Description**

Comcast implementing data usage on customers.

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**Ticket: # 552991 - Sprint wireless internet service. neglect legitimatic referral  
subscriber**

**Date:** 9/25/2015 8:12:32 PM

**City/State/Zip:** Chicago, Illinois 60690-0345

**Company Complaining About:** Sprint

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## **Description**

The consumer are very concern with a certain business transaction that were subscriber with Sprints wireless internet service . In recent month the consumer internet provider set-up an business transfer with internet service to Sprint or referral certain internet subscriber with option on selected a (IP). The reason is the current (IP) wireless network is discontinue internet service to the general public. Clear is expected to discontinue internet service subscriber at the ending year of (2015). We set-up a business subscriber along with the accompany with clear employee making good standard recommendation with Sprints by conference calling and the orientation continue with Sprints employee, discuss over internet service plan per-month or contract. We selected a certain internet service plan starting at (price ranch of \$ 50.00) per-month for (6g or nh) & Sprints wireless device ( Mi Fi 2200 Novatel wireless device) with payment option starting at (\$4.00 or more) per-month with contract or without a contract just pay as you go internet service per-month. Next stage with the orientation were the verification process with the subscriber . Mostly (FAQ) all answer were given are correct from the selection of (FAQ) to the best of my knowledge. Shorty the orientation were ending the sprint employee referral the subscriber to local retailer outlet near by residents . Sprint employee schedule appointment for a visit with Sprint outlet store, On that schedule day we visit sprint outlet and discuss over wireless internet device and the Sprint outlet employee were unaware of any schedule . We provide the one reference number represent the orientation schedule. After search their record shown no result. We recontact Sprints wireless customer service explain our disposition. They informed me on the reason were during active verification certain answer were wrong. cause an rejection with the sprints application. I suggest another verification at that present moment ,the person who hold responsible for interview would'nt accept a second interview for no specific reason. In this case neglect the equal opportunity to initial any correct information to the sprint application. We are schedule to conduct another interview with sprints wireless customer service sometime in (Oct,of 2015) We are schedule to initial the same business formation to insure subscriber for internet service would accept and receive internet service connection at subscriber location. F C C governmental bureau we are request you assistance with these unusual business practice by (sprints wireless) cause an fault to given unspecific reason to reject a good standard recommendation for wireless internet service connection. "Thank You "

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[Ticket: # 553067 - ATT having diferent speeds for different prices](#)

**Date:** 9/25/2015 9:11:40 PM

**City/State/Zip:** Commerce, Oklahoma 74339

**Company Complaining About:** AT&T

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## **Description**

If I understand right The Open Internet states internet providers are suppose to open up the speed where all high speed internet runs at its max speed and they are not suppose to charge different rates for different speed. If this is correct than Some one needs to do something about AT&T as they are charging different rates for different speeds still. I have included a screen shot showing this issue. If my understanding is correct AT&T is ignoring the Open Internet policy and something needs done about it.

---

**Ticket: # 553160 - Facebook is disallowing posts that do not align to their political view**

**Date:** 9/25/2015 10:52:32 PM

**City/State/Zip:** Concord, California 94519

**Company Complaining About:** Facebook

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## **Description**

I have been posting political posts on facebook and I have had my account suspended from posting even though I did not break any of their community standards. When I report people who were threatening my life or using foul language, Facebook permitted them to continue to do so and did not suspend their accounts. Here is the message they gave me when I reported people who were harassing me:

"Your report Jul 13

You anonymously reported (b) (6) comment for harassment.

Our update

Thank you for taking the time to report something that you feel may violate our Community Standards. Reports like yours are an important part of making Facebook a safe and welcoming environment. We reviewed the comment you reported for harassment and found it doesn't violate our Community Standards."

This is only one out of many of which facebook did nothing, but I was suspended because I support a particular political candidate. I explained this to facebook and they never responded or reversed the suspension of my account. I ask that you do something about this issue because it infringes on my first amendment rights and is potentially dangerous since people are being allowed to harass me. One person even posted a picture of my family that they found from a friend's profile so that people who disagreed with me could target them. Since then I secured my account more, but it has gotten way out of hand. Thank you.

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[Ticket: # 553173 - Unwanted emails](#)

**Date:** 9/25/2015 11:42:53 PM

**City/State/Zip:** Eden, North Carolina 27288

**Company Complaining About:** Centurylink

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## **Description**

Since my last communication with you my unwanted emails have increased. Today I received 197 emails of which 12 were legitimate.

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**Ticket: # 553183 - Time Warner Cable Slow access to Video on demand sites**

**Date:** 9/26/2015 12:07:51 AM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** Time Warner

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## **Description**

We are no longer able to access video on demand sites at speeds that are usable. Videos are unplayable. Contacted Time Warner Customer support. They had us run a speed test which showed we are getting the speed we are paying for (50 / 6). However when I explained we are still unable to play videos from iTunes and Youtube, they suggested only that I unplug my modem and plug it back in. Other sites that don't offer video on demand work at the expected speeds.

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**Ticket: # 553212 - FCC Repressions Against Free and Non-Restricted Internet Communications**

**Date:** 9/26/2015 2:07:34 AM

**City/State/Zip:** Twin Cities, Minnesota 55400

**Company Complaining About:** Comcast

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**Description**

THE FOLLOWING WEASELWORDS ESSENTIALLY SUPPORT REPRESSION AGAINST FREE INTERNET COMMUNICATIONS

(b) (6)

[REDACTED] and 26 members of Congress today in filing an Amicus Brief with the D.C. Circuit Court of Appeals in support of the Federal Communications Commission's (FCC) Open Internet rules. The Amicus supports the FCC's decision that broadband Internet access is a telecommunications service and lies at the heart of the Commission's Title II authority to put in place strong Open Internet rules.

"The FCC has done precisely what Congress intended the Commission to do – classify broadband Internet access service according to its best understanding of the technology of the day, and how consumers use that technology," write the members of Congress in their brief. "In light of the FCC's findings – findings which are amply supported by evidence – this Court should uphold the FCC's reasonable reclassification order."

The members of Congress, several of whom were instrumental in enacting the Telecommunications Act of 1996, state in the Amicus that the plain language of the Act supports the FCC's actions. Congress crafted the definition of "telecommunications service" in the 1996 Act to make the term applicable to rapidly changing telecommunications technologies and markets on a technologically-neutral and forward-looking basis. Congress intended to preserve the FCC's authority to forestall threats to competition and innovation in telecommunications services, even as the technologies used to offer those services evolve over time.

Wyden called on the FCC to put strong net neutrality rules in place by reclassifying broadband as a telecommunications service under Title II of the Communications Act to strengthen the open Internet and consumer freedom.

(b) (6)

[REDACTED]

[REDACTED]

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[Ticket: # 553275 - Ask.com](#)

**Date:** 9/26/2015 9:06:49 AM

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

**Company Complaining About:** Ask.com

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## **Description**

This website sneaks on to your system as a package deal to download the newest version of Adobe or something. Then it is IMPOSSIBLE to remove it. Not even Google can replace it's web page; which is very inferior. Everyone I know is dealing with this permanent hijacking. The computer store couldn't fix it, I couldn't fix it and my Senior Tech best friend couldn't get rid of it. Please look into Ask.com and ask why they force people to use their product providing no way out for the dissatisfied. It's the stuff of monopolies.

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**Ticket: # 553677 - Data Caps & Comcast's Monopoly in South Florida**

**Date:** 9/26/2015 2:53:28 PM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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**Description**

FCC,

This needs to stop immediately. Comcast is a monopoly in South Florida.

We live in Broward County and it seems every year Comcast sends a letter increasing customer's rates. We are tired of switching carriers, putting holes in our home to setup new equipment, and the general hassel it takes to TRY and save money by being cost conscious.

We AGREED to pay for the services promised, not to be hoodwinked with new features and fees for those new features.

Again, Comcast is a monopoly, they know it, they know they can do whatever they want and there hasn't been any response from you, the FCC, or the Government regarding their constant manipulation. Time to wake up!

We are just a typical middle class family, and tired of this abuse and obvious deceit to press as much profits out of their customers.

We have submitted our signature to a Government Petition:

<https://petitions.whitehouse.gov/petition/push-fcc-stop-comcast-internet-data-caps-and-ban-unlimited-usage-fees>

We have also shared this with our friends and family, and hope that you take actions immediately.

Disgusted Customer,

(b) (6)

Note: Will attach letter if requested.

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**Ticket: # 553952 - Face Book**

**Date:** 9/26/2015 6:33:23 PM

**City/State/Zip:** Gold Hill, Oregon 97525

**Company Complaining About:** Facebook.me

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## **Description**

Facebook or it's foreign proxy in (.me) keeps closing access to my accounts until I provide them with Identity info that I feel they do not need except as a sellable resource to identity thieves. Info such as home address government issued ID's. They do this without disclosing why they now need it, or as punishment for exercising the freedom of speech.

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**Ticket: # 553993 - Camfrog is discriminating**

**Date:** 9/26/2015 7:19:17 PM

**City/State/Zip:** Haviland, Kansas 67059

**Company Complaining About:** Directv

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## **Description**

Camfrog is a chat based cam chat type server that allows people to use for free.. but if you are not anyone who pays money there or agree with ignoring and banning others then you are discriminated against also if you are transgendered they send you to an 18 plus room and if i dont want to show my face they will boot me out of the room ... I do not show my face because i get confused with being a male and i am clearly a transgendered but not everyone understands I have been kicked and banned from there rooms nearly 50 times and each time is a heart ache I am tired of their abuse and I do not want anyone else to have to suffer... they must be more clear about being a pay server if that is what they are doing otherwise do not false advertise and get people on board that are free users and then stamp them out when they get low on funds... I am completely confused with what they are trying to do ... Perhaps they just enjoy abusing people but anyways that place is a mad house it desperately needs investigated and in my opinion shut down.

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[Ticket: # 554001 - Comcast limiting my internet](#)

**Date:** 9/26/2015 7:27:47 PM

**City/State/Zip:** West, Florida 33327

**Company Complaining About:** Comcast

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### **Description**

After signing unlimited internet they are changing it.

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**Ticket: # 554168 - open internet service**

**Date:** 9/26/2015 11:34:25 PM

**City/State/Zip:** Little Rock, Arkansas 72207

**Company Complaining About:** AT&T

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## **Description**

I live in Little Rock Arkansas and have been using AT&T internet, television and phone service. At one point I finally disconnected my phone and television service while maintaining my internet service. Since that time I have been endlessly harassed by AT&T Uverse to reconnect those services.

Now over the last 6 to 8 months I have begun to have ever increasing buffering for anything that I watch on my computer (or over my internet) that is provided by AT&T Uverse TV. It is becoming clear that they are trying to narrow my bandwidth whenever I try to watch anything they provide by their internet television services.

The buffering is becoming so toxic that it makes watching anything of TV content on my computer useless. Anytime I watch anything streaming not offered over the cable service I have NO PROBLEM with buffering.

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**Ticket: # 554203 - Internet Scam by Comcast**

**Date:** 9/27/2015 1:52:47 AM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** Comcast

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## **Description**

I recently committed to a two year contract with Comcast, and at that point, my internet service changed dramatically.

At first, my wireless service addressed all my needs, I could watch Netflix, work on my graduate courses for my online graduate courses without any problems and anything else I needed to do.

When I entered into a two year contract with Comcast, however they tried to get me to upgrade my service, but there was no need, so I didn't upgrade. Once I entered into the contract, however my service changed radically. I had trouble downloading content from my graduate school, and Netflix was spotty. I believe this is a ruse to get me to upgrade my service.

---

**Ticket: # 554214 - Internet Cap on Unlimited services with comcast isp**

**Date:** 9/27/2015 3:27:42 AM

**City/State/Zip:** Beaver Falls, Pennsylvania 15010

**Company Complaining About:** Comcast

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## **Description**

I have the Comcast x3 package, aka the "Blast" package. Recently I started noticing a change in my speeds on most of my equipment and I also had to pay the bill apond doing so I discovered i was being capped for my Unlimited Usage. Below I will attach a screen shot with white-out'd account number and address to show that I am. Not only did I notice this but the rep over the chat saw it to. They then apointed me to the supervisor whom I just hung up the phone with once I told him, that if it wasn't removed I was going to the FCC, he tried to pass the call to Customer Relations. I told him I did not want to talk to them I wanted the cap removed from my account or if it wasn't I was going to the FCC. He told me "We respect your decision but would not remove it"

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[Ticket: # 554284 - annoy ad](#)

**Date:** 9/27/2015 10:41:05 AM

**City/State/Zip:** San Diego, California 92150

**Company Complaining About:** Pcsp247.com

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## **Description**

Annoy advertising on my computer keep popping up even deleted a few times and won't go away like another other ad.

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**Ticket: # 554550 - Comcast throttling HBO Go**

**Date:** 9/27/2015 5:14:15 PM

**City/State/Zip:** Detroit, Michigan 48226

**Company Complaining About:** Comcast

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## **Description**

Recently HBO Go has been much slower than usual. I tested where the problem was coming from by using a VPN. While using the VPN, HBO Go can stream perfectly, but as soon as I turn it off, HBO is slower. Everything else is just fine, speed tests show over 40 Mbps, it's just streaming services like HBO. This suggests Comcast is intentionally slowing traffic from HBO.

---

**Ticket: # 554637 - Comcast Data Cap in Tucson AZ**

**Date:** 9/27/2015 6:50:20 PM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently implementing a trial data-cap in Tucson, Arizona, Comcast is charging customers in the above areas an extra \$10 for each 50 GB of additional data when they exceed 350 GB in a single calendar month. They however don't credit customers for using less data than the cap allows. It doesn't seem right to charge for more but not credit or rollover when less data is used. It is also hard to determine what percentage increase is because of the way they bundle their service and charge a single price. Since we really don't have a choice as to which vendor we use, we can't even go to a different carries such as Times Warner or Cox. This should be changed to something that is more equitable. If I watch 100 hours of tv or 100, the fee is the same. The same should be true for internet data usage.

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**Ticket: # 554672 - No IPv6 Access and No Option to Disable WPS**

**Date:** 9/27/2015 7:38:26 PM

**City/State/Zip:** Spencer, Indiana 47460

**Company Complaining About:** AT&T

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### **Description**

I cannot enable IPv6 and I cannot disable WPS on my 5168nv-110 modem. My landlord can on his 5031nv. AT&T Customer Care was no help on this. No response after emailing them etc.

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**Ticket: # 554819 - Open Internet thorthling and speed resticrting**

**Date:** 9/27/2015 9:45:39 PM

**City/State/Zip:** lone, Washington 99139

**Company Complaining About:** Dish Network

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## **Description**

I have satellite service for my internet through Dish Network. I have a 10G anytime and 10G off prime. I reached my first 10G almost every month. I don't think they are clocking my Off Peak usage correctly.

My complaint is, I can't even read my email or my Social Network messages because the speed has been slowed down to cause time outs on the sites, I frequent. I pull up the FCC and that loaded instantly. Go figure.

I think it is wrong that we are charged by Data Usage. The advertising world has gone crazy with video advertising on every site we go to. This has increased the amount of Data Usage a person cycles through each and everyday. The burden of this High tech advertising, and News sites that do the same, is being borne by the end user whether they want it or not.

The answer to this is for the FCC to change the way company's can charge for Internet Service. It really should be just an Access Fee. Not measured Data Usage which is a violation of my access to the Open Internet.

Slowing down the sites I frequent should looked into here. I went to several 'New Sites' and they loaded fairly well.

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[Ticket: # 555309 - Data Usage Cap on Comcast Internet](#)

**Date:** 9/28/2015 11:12:13 AM

**City/State/Zip:** Oakland, Tennessee 38060

**Company Complaining About:** Comcast

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## **Description**

I recently signed up for Comcast internet, since AT&T was causing too many headaches. Not even a full month into my agreement, I received an email that I am at 90% of my 300GB usage. They allow usage increase in Tuscon, Arizona and unlimited data usage in Florida. If I pay for the service, I should be able to use as much or as little as I want.

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[Ticket: # 555354 - unlimited data plan](#)

**Date:** 9/28/2015 11:28:57 AM

**City/State/Zip:** Vicksburg, Mississippi 39180

**Company Complaining About:** Cspire

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## **Description**

I have a grandfathered unlimited data plan with cspire and I recieved a letter from them telling me I have 30 days to switch to a new shared 10 gigabytes data plan or cancel service because I use lots of data or they would automatically change my plan but I dont wont to do that I want to keep the unlimited data plan this should be against there terms and conditions

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**Ticket: # 555731 - Frontier Communications: Downgrade of Service**

**Date:** 9/28/2015 1:03:31 PM

**City/State/Zip:** Spokane, Washington 99027-0668

**Company Complaining About:** Frontier Communications

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## **Description**

Due to bandwidth limitations of Business-to-Business contracts with HughsNet not allowing Frontier customers to use higher rate & data plans the customer needs to be allowed to find alternate ISP connection without penalty. The early termination fee of \$400.00 will not be assessed during the downgrade of service due to Frontier not being able to provide DSL Internet or alternatives at business location. Please disconnect Frontier owned equipment at the end of this current billing cycle.

It is unfortunate that there is not a reciprocal agreement between the two companies. We would like to keep our Phone lines but process a downgrade of service, so that we can order the exact same "resold" service thru HughsNet at their advertised rate.

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**Ticket: # 556004 - My Internet Service Provider is taking monopolistic advantage of Customers**

**Date:** 9/28/2015 2:17:38 PM

**City/State/Zip:** Stroudsburg, Pennsylvania 18360

**Company Complaining About:** Blue Ridge Communications

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**Description**

I am a 20+ year customer of Blue Ridge Communications in Stroudsburg, PA. This month, September 2015, without warning Blue Ridge imposed costly usage caps on it's customer's residential cable internet service.

I never agreed to such caps or limits, either verbally or in writing, in fact I recall when cable internet service became available the big selling point was that it was not limited and fast.

Now of course ordinarily in America, one would simply take their "business" elsewhere and select another provider.

Trouble is, there is NONE! There are no other broadband internet services to select from. My understanding is that no other business would invest in the infrastructure needed to provide a competitive internet service, since the potential customer base is not large enough when the cable company already has most of the customers already.

I further understand that cable television subscriptions are in decline and instead people are watching content, even television content, from the internet. This has driven many cable television companies that provide internet service to punish customers for such use of their internet service.

I further understand that since the passage of new "net neutrality" rules, internet service providers who also provide cable television service have been looking for "fcc work arounds" for internet usage that hurts their cable television business.

Regardless, my complaint is that 1. I never agreed to such limited internet service. 2. I believe that lack of any other similar service provider is being exploited.

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**Ticket: # 556033 - Data usage cap with add on fees**

**Date:** 9/28/2015 2:28:25 PM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

I was recently called by Comcast and told I had exceeded my 300GB monthly cap. No one from Comcast/xfinity ever mentioned a cap when I was setting up the service 2 months ago. I have read that they are "testing" my market, but it sure seems like a blatant money grab by creating a "new rule".

Comcast and AT&T are the only players in my area. Where I live only Comcast gives me true high speed internet, AT&T lags a lot. I believe Comcast is milking their virtual monopoly by setting up this "cap". They then sell 50GB blocks for \$10 each once you pass your cap.

Again, something this important should have been disclosed when setting up my account!

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**Ticket: # 556138 - Comcast Xfinity Data Caps**

**Date:** 9/28/2015 2:48:14 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

Comcast has started capping internet data usage at 300GB's, and is charging an additional \$10 per 50GB of data after that. In the age of online streaming, online gaming, and 4K UHD programming, this cap is woefully inadequate! It seems they are punishing consumers that seek entertainment anywhere outside of their prepackaged "deals". But, as they don't offer the entertainment I'm looking for (The Blaze TV, online gaming, Netflix, YouTube 4K, etc.) I have to turn to options outside of Comcast. Not having other legitimate high-speed options in the area is a killer as well.

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**Ticket: # 556165 - Hotel seems to be blocking personal hotspot**

**Date:** 9/28/2015 2:59:59 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19123

**Company Complaining About:** Verizon Wireless

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## **Description**

Hello! I am staying at the (b) (6), downtown Nashville. This is my second time staying at this property, and both times my hotspot has been completely unusable. The same is true for the LTE signal on my smartphone. I have never had this issue before anywhere else. I use Verizon and they have ample coverage in this area. I have stayed at many other hotel properties in the area and have not had this issue.

Thank you,

(b) (6)

(b) (6) Nashville Downtown

(b) (6)

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(b) (6)

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**Ticket: # 556311 - Fm receiver**

**Date:** 9/28/2015 3:38:28 PM

**City/State/Zip:** Inverness, Florida 34450

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon blocks use of the fm receiver hardware on the lg g4. This is an obvious attempt to ensure more users burn through greater amounts of bandwidth for news and entertainment.

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**Ticket: # 556903 - VZW Deliberate Blocking of Samsung Pay Application to Promote AndroidPay**

**Date:** 9/28/2015 6:20:43 PM

**City/State/Zip:** Peoria, Arizona 85382

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon Wireless is not allowing the update to my Samsung Galaxy S6 Edge+ phone which today enabled the Samsung Pay application for users of the same device with other wireless carriers. On asking VZW twitter account, I was referred to AndroidPay - as were several others which can be observed on Verizon's corporate twitter account. Verizon was recently involved in the sale of the assets of Softcard (fka ISIS Mobile Wallet) to Google, and it's clear is attempting to block competitive apps and web services.

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**Ticket: # 557256 - Comcast Rate Increase and data usage plan****Date:** 9/28/2015 9:07:08 PM**City/State/Zip:** Parkland, Florida 33067-5029**Company Complaining About:** Comcast

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**Description**

I was under the impression for years that I had unlimited Internet service. However, Comcast just announced and received in the US Mail a data usage plan and surcharge if you go over the limits.

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials>

Now pretty much every cable company has a monopoly in almost every area they serve, only one cable company in a city. Cannot think of any city in FL that has multiple cable companies. Only other competition is in some new communities that have fiber for phone service. Note, contracts have been built with cities that are exclusive for a single cable provider! Consumers are now faced with and at the mercy of a huge data rate increase by comcast just as streaming services are taking off. Any household that uses, Amazon prime streaming, netflix, hulu, roku services, apple tv etc are now affected by this data rate increase as they will in all likely hood exceed the cap put on Internet usage by comcast. I know that my family averages around 600gb of data as we use the streaming services vs regular tv 80% of the time these days. Just as this technology is taking off Comcast is squeezing consumers for \$\$\$. I currently pay comcast ~\$50/mo for 80mb download and ~15mb upload - via their Gigablast plan. Consumers like me will 60% increase in their Comcast bill and have to pay an additional \$30 for unlimited usage which we had been receiving to begin with. I don't have any other options in the neighborhood that I live in personally. As its an older neighborhood, no fiber and would never be able to use my phones for streaming services and computers over the phone lines with AT&T's limited service. Consumers should be protected from monopoly's like this and their price squeezing plans that they constantly toss at us.

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[Ticket: # 557539 - Pornography emails](#)

**Date:** 9/29/2015 7:57:38 AM

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

**Company Complaining About:** T Mobile

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## **Description**

Hello I am (b) (6) girl so I've been recently been receiving pornography in my emails and this could be the third time that I could be receiving them I've been trying to block them but I forget how to.

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**Ticket: # 557601 - PPC CLICK FRAUD**

**Date:** 9/29/2015 9:11:07 AM

**City/State/Zip:** Lindenhurst, New York 11757

**Company Complaining About:** Verizon

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**Description**

a COMPANY I USED TO WORK FOR NAMED (b) (6) IS CLICKING ON OUR (b) (6) ADS ON GOOGLE TO TRY AND RUN UP OUR BUDGET!! I USED TO WORK FOR THIS COMPANY FOR 17 YEARS THEY WERE VERY MAD WHEN I LEFT THEM THEY ARE TRYING TO PUT ME OUT OF BUSINESS!!

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**Ticket: # 557613 - Forced To Use Comcast Internet, And Forced Into An Inflexible Data Cap Plan That Does Not Work For My Family**

**Date:** 9/29/2015 9:21:53 AM

**City/State/Zip:** Milton, Georgia 30004

**Company Complaining About:** Comcast

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**Description**

Comcast changed our data plan from unlimited to a 300GB cap without any options. Although options of flexible data plans exist in other markets, we do not have any options in our market and continue to exceed our 300GB data plan each and every month, incurring charges to use our family wifi. We are a normal family, with 3 kids and would not consider what we do in excess, but Comcast's refusal to offer us an appropriate plan IS OUTRAGEOUS! It infuriates me to know that others in other areas are allowed to buy plans that suit their data needs, but we in a large market like Atlanta, are not allowed to do this and are being charged ridiculous rates to access the internet from our house every single month. Comcast needs to address the needs of their customers by providing options for households with multiple users. We are not the only ones...our neighbors with 4 kids also go over every month and it's frustrating that a regular family cannot access service like they should be able to.

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[Ticket: # 557641 - Mobile Service Providers have too much authority over smart phone plans](#)

**Date:** 9/29/2015 9:38:46 AM

**City/State/Zip:** Easley, South Carolina 29642-8770

**Company Complaining About:** AT&T

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## **Description**

Back in the earliest days of smart phones - long before iPhone -- it was possible to have a smart phone full of the latest capabilities and pay a reasonable rate for no-data plan. These days, phone companies are allowed to ban certain classes of smart phones unless a much more expensive data plan is part of the service agreement. Why shouldn't we have the right, as consumers, to own the very nicest phones, knowing that we only want the right to use them as WiFi devices for internet/data? Is there a FCC rule that allows carriers to do this? Or is there a loophole in a FCC rule?

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[Ticket: # 557917 - AT&T and blocking customers from tethering](#)

**Date:** 9/29/2015 11:19:25 AM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** AT&T

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## **Description**

AT&T still blocks tethering. Is this a violation of net neutrality rules?

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**Ticket: # 557943 - Intermittent Internet Service by Verizon**

**Date:** 9/29/2015 11:30:17 AM

**City/State/Zip:** Marianna, Florida 32446

**Company Complaining About:** Verizon Wireless

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**Description**

I live in a rural farming community and our only access to the Internet is via Verizon Wireless using our iPads/iPhones. We can't get cable service or DSL service in our area. At my home address (6512 Americus Road, Marianna, FL), the Internet works great until around 9:30am each day; then it slows from LTE to 3G or 1X data. I believe Verizon is load balancing their system by capping and redistribution of the bandwidth to other areas of the network. I've contacted them on several occasions and they tell me this is a marginal area of coverage. However, they have a tower located less than four miles from my home. During what I would call 'off-peak' hours the speed/connectivity is great, but it is terrible during the day/evenings.

Please help us by getting Verizon to provide the service that we pay for each month.

---

**Ticket: # 558308 - Comcast/XFinity capping at 300GB**

**Date:** 9/29/2015 1:13:00 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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## **Description**

I got a warning that I have used 90% of 300GB of my available data for the month. I went into the contract understanding that I was to pay every month for unlimited data. So I called the customer service representative and told them that it's unfair I'm being capped at 300 a month when I'm paying for unlimited data, and they told me that technically, it's still unlimited because I am still allowed to access internet past 300 GB, but I will be charged more per 50GB extra. Please understand that I have consulted many of my colleagues who are experiencing the same thing under Comcast/XFinity, capping them at 300GB a month when they're paying for so much more.

---

**Ticket: # 558322 - Blocking access , deleting, by paid bloggers and moderators.**

**Date:** 9/29/2015 1:18:06 PM

**City/State/Zip:** Bedford, Massachusetts 01730

**Company Complaining About:** Aol/huffington Post

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## **Description**

AOL has blocked my access to their story blogs because I believe that I disagree with their narrative and have called them out about using paid bloggers and moderators to censor those who disagree. I thought the internet was open. They find my postings objectionable because I disagree with those they pay to post their political narrative.

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[Ticket: # 558890 - usage caps](#)

**Date:** 9/29/2015 3:53:22 PM

**City/State/Zip:** Jacksonville, Florida 32217

**Company Complaining About:** Comcast

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### **Description**

comcast is attempting to apply arbitrary and illegal usage caps to the internet usage of its customers.

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**Ticket: # 558984 - Data Caps with Comcast**

**Date:** 9/29/2015 4:17:09 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast cannot prove that I was already enrolled in this free trial, nor can they confirm that the correspondence about said trial period was ever sent to me. I shouldn't be enrolled into a trial that forces me to pay more money, when there wasn't a standard of how much I've been using before being enrolled. I was informed that this trial has been ongoing for years, but I can assure you that I have never heard about this trial until I began receiving data emails in August. I have been with Comcast since February, and moved my service in May to a different unit. I have never received any data correspondence, nor can they show me how much data I have been using since before August. I feel very cheated, and I am now stuck in a 2 year contract that I no longer need, and a trial that I can't opt out of. It's a trial, so why am I being forced to be in it. Furthermore, why has this "trial" been ongoing for so long?

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[Ticket: # 559686 - Comcast data limit](#)

**Date:** 9/29/2015 8:11:11 PM

**City/State/Zip:** Beech Island, South Carolina 29842

**Company Complaining About:** Comcast

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## **Description**

This cannot somehow be something that should be allowed. Only 'some' states used as a test for data limits, it's been a really long time, much longer that needed for any 'test'. I should not have to look into 'business' class just to get past a data limit. I fail to see how this is beneficial to anyone other than comcast raking in the big \$\$ with the overage charges.

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[Ticket: # 559605 - Comcast Data Cap](#)

**Date:** 9/29/2015 7:32:45 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

Comcast has updated their terms of service and is apparently scaring people with data overage charges. This is unbelievable especially with broadband being a utility like service not to mention the often prolonged issues my neighborhood has been experiencing due to incorrect installation of the cable by Comcast.

Also after a prompt regarding the data usage the speed seems to drop for non-Comcast services such as video streams or downloads.

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[Ticket: # 559876 - Video Service Throttling from AT&T](#)

**Date:** 9/29/2015 9:57:46 PM

**City/State/Zip:** Rocklin, California 95765

**Company Complaining About:** AT&T

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## **Description**

After several days, AT&T has had satisfactory speed on all sites except for Youtube and Twitch and other video streaming sites.

I have tested my phones hotspot at the same time and found that videos buffered completely fine using Sprints service while AT&T completely shut the service down to an unwatchable state 144p videos would not buffer.

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[Ticket: # 559881 - AT&T Uverse may be throttling Youtube speeds](#)

**Date:** 9/29/2015 10:00:41 PM

**City/State/Zip:** Saginaw, Michigan 48602

**Company Complaining About:** AT&T

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## Description

I'm a Uverse 15Mb customer. Over the last week or so Youtube has been very slow from around 6PM to 10PM Eastern. All speed tests indicate I'm getting my full 15MB connection, but Youtube gives me a 75kbps connection. All other aspects of my connection are fine. I asked Google about it and their response is that full bandwidth is available from Youtube. Here is the debug info from Youtube:

(b) (6)



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[Ticket: # 560094 - Verizon blocks Samsung Pay](#)

**Date:** 9/30/2015 1:18:08 AM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** Verizon Wireless

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## **Description**

Samsung Pay is blocked by Verizon.

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**Ticket: # 560120 - AT&T Uverse won't play Youtube videos**

**Date:** 9/30/2015 3:55:02 AM

**City/State/Zip:** San Diego, California 92116

**Company Complaining About:** AT&T

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## **Description**

I cannot watch videos hosted on Youtube from my home internet -- I have to use my LTE phone or go without.

I have an AT&T Uverse bundle of TV and Internet. Both services are provided over the same DSL line. The television service is completely flawless with no video glitches or delays. My speed test results sometimes vary, but usually show at least 5Mbps down and 1.5Mbps up.

When I attempt to play a Youtube video, the video stutters and freezes. I try to reduce the video quality to 360p, but this does not alleviate the problem. The video still fails to play smoothly. It happens consistently on any Youtube video. This is not a problem I experienced on Cox Cable a few months ago.

I also have a Netflix account. By contrast, I am able to stream an HD 1080p quality stream from Netflix with no issue whatsoever. The video starts immediately and plays at just as high a quality as a television channel broadcast, which requires about 7Mbps of sustained bandwidth according to Netflix.

Since Netflix can evidently play HD video on the same internet connection where Youtube is stuttering at 360p, and since the same Youtube video works just fine from my phone over AT&T's LTE, and since my previous experience with Cox Cable earlier this year had no problem playing youtube 4k demo videos, I think it's reasonable to conclude that there is a problem specific to the network between Google/Youtube and AT&T Uverse. I'm worried that the situation will not improve even though it's within AT&T's power to fix like Netflix.

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**Ticket: # 560217 - Data Caps**

**Date:** 9/30/2015 8:58:55 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

It is absurd that my ISP (Comcast) can decide to cap my internet usage to a non-negotiable limit and then charge overage fees if that pre-determined limit is exceeded. This is another cash/power grab being made by a large corporation that is taking advantage of the working class consumer. I also believe this is infringing upon Title II laws specifically Net Neutrality. There are not many options available in terms of household internet and it seems almost monopolized which is why they can almost get away with these horrible actions.

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**Ticket: # 560322 - Denial of Service Due to ISP Monopoly****Date:** 9/30/2015 9:59:06 AM**City/State/Zip:** Conroe, Texas 77303**Company Complaining About:** Eastex Telephone Cooperative

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**Description**

This is regarding Internet service over DSL phone line.

The local phone company has been receiving automated DMCA take down notices from a company called IP Echelon which automatically sends emails to the address of "abuse@eastex.net". The phone company then sent me a notice about the problem as per DMCA safe harbor provision. I've had such things happen before with other ISPs, so I didn't think much of it as these things happen on occasion. Well, after a few weeks, they received even more automated emails. Their response was then to terminate my internet service without notice. I visited their office, and was instantly accused of operating an illegal bit torrent which was illegally downloading movies. I explained to them, that while I do run a legal and lawful bit torrent, it was not downloading or sharing illegal movies. I informed them the automated systems at IP Echelon were obviously flagging my IP address in error. Understanding this, they agreed to restore my service. A few more weeks went by, and it happened again. Service was terminated without notice. I explained everything again and they re-enabled service.

Everything was fine for about a month and then service was terminated again. They received yet another automated email and once again shut everything down. This time they refuse to re-enable the connection and once again citing illegal activity of which there is NO proof. There has been NO real complaints, only automated emails!

Since Eastex is the only ISP that services this area, and since they do not allow other ISP's to provide data service over their network, I am now without DSL internet service. Since I telecommute to work, this has now created a financial hardship. I have no one to turn too since they have a complete monopoly on Internet service in this area.

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**Ticket: # 560366 - Comcast Usage Caps****Date:** 9/30/2015 10:23:58 AM**City/State/Zip:** Cumming, Georgia 30041**Company Complaining About:** Comcast

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**Description**

As a Comcast subscriber and a victim of their current usage caps being test marketed in the Atlanta area, I'd like to express my strong objections to any kind of usage based caps for wired internet providers. From my perspective, I already pay Comcast an exorbitant amount of money per month for cable service including internet access. Also, considering the fact that if I want to continue to have cable service, I have no choice other than to continue to use Comcast. From my perspective, this is tantamount to a monopoly on Comcast's part. I simply have no other cable choice.

Their "usage based" charges now seem to me to be an attempt on their behalf to limit the ability for people to choose to "cut cable" and instead rely on streaming for their television entertainment. This would seem to fly in the face of the intent of net neutrality since a usage based cap would artificially limit the ability of people to use services like Netflix , Hulu, iTunes, and other streaming services.

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[Ticket: # 560382 - Comcast data cap](#)

**Date:** 9/30/2015 10:32:20 AM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

Comcast now caps their monthly data at 300GB each time a customer goes over they are being charged \$10 for each additional 50GB used. They don't roll over unused data either. I've never had so many issues with a cable company as I have had with Comcast service. Constantly lose service, or have problems with the service.

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**Ticket: # 560646 - Comcast Data Cap**

**Date:** 9/30/2015 12:12:01 PM

**City/State/Zip:** El Portal, Florida 33138

**Company Complaining About:** Comcast

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## **Description**

We subscribed to Comcast on July 9th 2015 under a \$39.99 plan. On September 28th we received a letter stating that they would be capping our usage to 300 GB per month on October 1st, 2015 unless we paid an additional \$30 a month. We would have never switched to Comcast knowing they would cap our data usage. We only had two days to scramble and find a solution. There was no contact info on their letter and we had to search and search to find a phone number to call. When we finally found a phone number and got through to a representative, they said there was never such a thing as unlimited internet. They said that we have a three month grace period and then we would be charged for our data. We feel that they should at least honor our original agreement. We only have two choices for internet and cable and neither one has to be accountable for their actions. It seems like they can make their own rules when they want and we have to go along. I would also like to add that we recently we cut cable TV from our home since we were tired of paying \$268 a month for garbage that we did not watch. We now only have internet. I'm sure we are not the only people that don't want to do business with these giants but have no other choice.

I am including a copy of my letter along with a screen grab of my original plan.

Thank you in advance for your help.

Best,

(b) (6)

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**Ticket: # 560861 - Comcast bad service-internet not staying connected**

**Date:** 9/30/2015 1:09:24 PM

**City/State/Zip:** Stone Mountain, Georgia 30083

**Company Complaining About:** Comcast

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## **Description**

For over a month I have been having issues with comcast internet they refuse to fix it and because i work from home not only have i lost money but i have been written up for it. They have been giving me the run around saying I cant speak to Tier 2 and blaming my company for the issue.. I have called there over 20 times in the pass month ... there is something they did in my area in the last month that is causing this and they fail to care they are also charging me overages in internet when i can barely stay connected. THIS COMPANY NEEDS TO BE SHUT DOWN

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**Ticket: # 560894 - FACEBOOK MEGA MILLIONS LOTTERY**

**Date:** 9/30/2015 1:19:48 PM

**City/State/Zip:** Toledo, Ohio 43607

**Company Complaining About:** Boost Mobile

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## **Description**

I was approached by (b) (6) in regards to claiming winnings where she saw my name on the list. The agent whom I am to contact is (b) (6). Mr. T (b) (6) r states I must pay a \$500.00 shipping fee in order to claim my winnings. His Facebook page doesn't state anything about the winnings but you have to befriend him and state you are claiming your winnings and he'll direct message you some details. Please investigate this to prove if this is true or a scam. I have screenshot messages from him to me and from (b) (6) in case he deletes his page. I appreciate your involvement in this situation to help people not be scammed. Thanks, (b) (6)

(b) (6)

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**Ticket: # 561421 - unreliable internet service**

**Date:** 9/30/2015 3:39:52 PM

**City/State/Zip:** Jackson, Mississippi 39211

**Company Complaining About:** Comcast

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## **Description**

I have had internet service with Comcast for over 2 years. Their service has gone out out several times a week since I have been a customer, and continues to. I have change modems numerous times, reset my modems, checked the connection cables, and taken all other steps Comcast has suggested. The internet connection still goes out frequently. Several service calls have been made to my residence. One Comcast representative told me that Comcast should not be treating me this way. He said he had proprietary information regarding bandwidth but he could not say anything further. I would just like to have reliable service from Comcast but I have not been able to receive it.

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**Ticket: # 561425 - Comcast now capping my data usage at 300 GB per month**

**Date:** 9/30/2015 3:41:55 PM

**City/State/Zip:** Margate, Florida 33063

**Company Complaining About:** Comcast

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## **Description**

I subscribed to Comcast Internet last year and have been enjoying unlimited data usage, until now. A few days ago I received a letter from Comcast informing me that my data will now be capped at 300 GB per month with a penalty of \$10 per 50 GB of overage. We do not have cable television in our home, so we exclusively stream our TV entertainment. As such, my family regularly uses 800 GB+ of data per month. In order to continue receiving the agreed upon service that I originally subscribed to (unlimited data), Comcast is asking me to pay an additional \$30 per month. This is the very definition of extortion. Comcast found a way to force "cord cutters" like me to pay back part of the money they lost when we canceled our cable television plans. Comcast is offering me nothing but an ultimatum - either pay the inevitable overage fees, or pay a premium to continue receiving the same service I already had. Extortion!!

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[Ticket: # 562445 - Hbo go](#)

**Date:** 9/30/2015 10:35:40 PM

**City/State/Zip:** Monroe, Michigan 48162

**Company Complaining About:** Comcast

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### **Description**

Comcast is denying me access to hbo go on my ps3 when I pay for the services through them

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**Ticket: # 562455 - Comcast**

**Date:** 9/30/2015 10:46:16 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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## **Description**

When will you require Comcast to not limit internet bandwidth for Netflix. Every night we attempt to watch any show on Netflix, regardless of the device used (blue-ray player, smart tv, Wii,) we get nothing but buffering or there is not sufficient internet connection. I thought you had addressed this unethical issue with Comcast. I say unethical because I am not aware of it being illegal, although it should be. I am encouraging all of my neighbors to file similar complaints as this an issue for our entire neighborhood. Comcast has a monopoly and they charge exorbitant prices. Call hold times exceed over 30 minutes and when you finally get connected to a service representative you end up getting disconnected and have to call back and start the same cycle over again. Must be convenient for Comcast to handle customer issues that way - at some point people will give up on pursuing their issues as they make it so difficult and time consuming that is it not reasonable to try and connect with Comcast to resolve your issues. When will the FCC hold them accountable - when? When will you call them on false advertsing. They have multiple commercials stating their Wi-Fi speeds and hard wired internet speeds, none of which we have ever experienced.

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**Ticket: # 562798 - Unsolicited email ads from VoIP**

**Date:** 10/1/2015 9:27:07 AM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Centurylink

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### **Description**

I have received a total of 63 unsolicited and spam emails from VoIP since 9/22. The various sent from addresses are as follows: VoIP Phone System, VoIP Calls, VoIP Solutions, VoIP Phone Service, etc. I have opted out and unsubscribed to each and every one of these emails but I am STILL receiving these spam emails. I did not request nor do I want their advertising or services.

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**Ticket: # 563386 - Comcast Data Cap**

**Date:** 10/1/2015 1:00:13 PM

**City/State/Zip:** Senoia, Georgia 30279

**Company Complaining About:** Comcast

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## **Description**

Comcast did not properly notify my area is in their "trials" for data usage for my home internet. They advised I used over the complimentary 300 GB of data and billed an extra \$80 for Internet. They then advised I could opt out of the trial, which I was never given the choice to opt in, for an extra \$30 a month. This is ridiculous and a scam, they have a monopoly on the market and it needs to end immediately.

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**Ticket: # 571146 - Verizon towers block straighttalk wireless users**

**Date:** 10/5/2015 4:49:23 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Verizon Wireless

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## **Description**

On August of 2015 I purchased a straight talk wireless phone at Wal-Mart in order to handle by business phone calls. In September 2015 after one month of flawless operation the phone stopped working, showing no bars. Neither Wal-Mart nor straight talk wireless technical support could help me.

Walmart offered to give me a replacement phone and that also worked till today (October 5th 2015) and stopped working with the same symptoms after I downloades personally identifiable information from Google Play on my phone. Wireless technical support could not help me and was using evasive maneuvers instead. They suggested I replace the sim card. (The classic support exit strategy tried by all carriers)

After asking that they talk to Verizon, their service provider, and to give me a ticket number, the support staff hung up on me. Calling again, the support staff at Straight Talk Wireless also refused to give me a ticket number.

Past experience with Verizon over the last several years indicates that Verizon is selectively choosing who gets their service and how much. The only way to bypass that is to use VPN service which can not be tracked.

In this case, Verizon is choosing to deny me access to use my phone after paying hundreds of dollars and standing to lose thousands of dollar in business.

The customer has the right to know why they are dropping the calls, what configuration parameters do they use to control bandwidth, and if they track specific users, vendors, or IPs in choosing or denying bandwidth and access.

Verizon on the other hand refuses to talk to me, wants me to connect me to their lawyer instead of helping me due to the prior FCC complaint I filed regarding a related issue but as a direct Verizon customer.

Please stop the monopolies from taking over America, we stand to lose our world status if we let these monopolies control our daily American lives.

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**Ticket: # 564243 - Comcast 300GB data cap for Marietta, GA**

**Date:** 10/1/2015 5:01:44 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Comcast introduced its usage cap market trial in Nashville, Tenn. in 2012 but gradually expanded it to include Huntsville and Mobile, Alabama; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson, Mississippi; Knoxville and Memphis, Tennessee; Charleston, South Carolina; and Tucson, Arizona.

Three and a half-years is exceptionally long for a 'market trial.' and I believe this practice harms Net Neutrality. It's not hard to imagine that they are capping data limits in response to lost cable subscription from customers who have found more convenient content delivery solutions.

Since I currently have a cable and internet subscription with Comcast, I feel that they are double dipping. I would love to switch providers, but my area only has one other ISP whose service is inadequate for my needs.

I've tried woking w/ Comcast, but the best I got was:

"I've reviewed the account to see, and can confirm the charges are valid."

Because of these polices, I have encountered several bills that are double the amount normal. I do not believe this practice is fair to the consumers.

I've attached my bill from Comcast for the month of August 2015 where nearly ~40% of the amount is from these surcharges, and that was a low month for me.

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[Ticket: # 564335 - Comcast's new data caps in South Florida](#)

**Date:** 10/1/2015 5:30:53 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

As of October 1st, 2015 Comcast has decided to change our plan from unmetered data on it's home internet plans to a tiered usage with any usage over 300 Gigabytes charged extra. This is not the plan that I signed up for and now they are trying to change the terms of my plan yet will continue to charge the same money for it.

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**Ticket: # 564349 - Comcast 300 GB cap**

**Date:** 10/1/2015 5:36:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

I just received in my email a statement that Comcast will be doing a Trial 300 GB cap plan.

I main use Comcast for their online entertainment features and now that I already pay for that, they do not offer that the cap does not affect using their online services.

So in turn they want more money for "Unlimited " which costs \$30 more and then they have no cap with this feature.

Watch these guys. I'm sure their getting worse that some of these airlines which nickle and dime you to death.

---

[Ticket: # 564447 - Comcast data usage cap/trial](#)

**Date:** 10/1/2015 6:10:05 PM

**City/State/Zip:** Homestead, Florida 33033-5177

**Company Complaining About:** Comcast

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## **Description**

I received a letter in the mail that today October 1, 2015 I will be charged for data usage in addition to access by my ISP, Comcast, which is already absurdly high compared to other developed nations. I will receive free 300GB of data and be charged \$10 for every 50GB of data after that, or I can pay an additional \$30 for what I already had as of yesterday to have unlimited data. This to me is by definition: INHIBITED ACCESS. Comcast should be forced to end this "trial" now. I await a response to this clear violation of the spirit of an open utility that the internet should be.

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[Ticket: # 564514 - Spam - Match.com](#)

**Date:** 10/1/2015 6:35:13 PM

**City/State/Zip:** Charlotte, North Carolina 28209

**Company Complaining About:** AT&T

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## **Description**

I was a previous member of (b) (6), but discontinued my membership several months ago. Since that time, I have removed my profile, changed my e-mail settings, unsubscribed several times, and notified customer service that I do not wish to receive e-mails anymore. The most recent time I notified Match.com, unsubscribed, and confirmed my e-mail settings to not receive e-mails was within the past two weeks.

I am STILL receiving e-mails. This needs to stop.

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**Ticket: # 564612 - Comcast Data Cap**

**Date:** 10/1/2015 7:19:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently I was told by Comcast that a new 300GB limit is being placed on my internet service. I will now be charged \$10 more per extra 50 GB that I use per month, or a flat \$30 fee to have unlimited data per month. I was not made aware of this pending change much when I purchased internet service from Comcast. I was not given any choice in this matter; the terms of my plan were changed without my consent. I find this dishonest and greedy. Comcast boasts that they provide the highest internet speeds of any ISP in America, but then they punish consumers for utilizing these high speeds. As high definition programming, online gaming, and internet use in general becomes more ubiquitous, ISPs such as Comcast need to adapt to these changes instead of penalizing consumers. Comcast has the infrastructure to support heavier data usage. Charging people more and more for taking advantage of this high-speed service is wrong. Now I will need to limit my internet usage in order to avoid paying extra. Comcast's business practices are hurting individuals such as myself by restricting their access to the internet. This latest scheme is a poorly disguised attempt at circumventing the Net Neutrality regulations that the FCC has recently instituted. I am extremely disappointed by Comcast's dishonesty, greed, and disregard for the impact this has on consumers. Perhaps worst of all is the fact that there are no quality alternatives to Comcast in my area. I strongly urge the FCC to continue to protect Net Neutrality by preventing ISPs like Comcast from capping people's internet usage.

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**Ticket: # 564653 - Unfair billing by Comcast**

**Date:** 10/1/2015 7:31:34 PM

**City/State/Zip:** Sunrise, Florida 33323

**Company Complaining About:** Comcast

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## **Description**

On 10/01/15 I received an email from my cable/internet provider, Comcast/Xfinity. In the letter it states that they will be trialing a new internet data plan. The plan caps my internet at 300 GB. They further state that they will be introducing a new unlimited data plan for an additional \$30.00 a month. I feel that this new trial is infringing on my internet usage. By placing a limit on my data usage they are not only limiting my internet web experience they are also hampering any data based streaming video. I pay \$200.00 a month for cable and internet a rate that was quoted for one year.

Comcast/Xfinity appears to be in violation of Net Neutrality by imposing caps on data usage. I ask that the FCC take action to stop Comcast from placing further caps on internet data usage.

---

[Ticket: # 564813 - Comcast starting to limited my internet data, internet "usage meter no longer works", Comcast employee on Facebook advises me to ignore the data cap](#)

**Date:** 10/1/2015 8:39:40 PM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to limit my households internet.

On September 1st, I recieved an email from Comcast stating that starting October 1st, my internet usage will now be limited to 300GB a month, and I would be charged \$10 for every 50GB I go over unless I pay an extra \$30 a month to have unlimited again.

I decided to check my internet usage and the "Usage Meter" has no functioned for over a month. I can no longer track my internet usage and I would not be charged for all overages. We don't subscribe to cable so all out of my media is used through the internet and between myself and the children in my house we average about 700-900GBs a month; however, I can no longer see what my usage really is.

I posted a message on Facebook informing people in my area about the change in the internet service (the email was only sent to the @comcast.net email which I doubt most people check. A Comcast employee responds and informs me that the extra charges "Are never really imposed" and to "Ignore" the email.

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[Ticket: # 564973 - Data Cap Complaint against Comcast](#)

**Date:** 10/1/2015 10:21:42 PM

**City/State/Zip:** Sunrise, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

In a world that operates freely on a service on demand montra, comcast has put a threshold on data consumption for me and my household and millions of others who live in Florida. The 300GB of data that they caped has NEVER been enough and they claim that it is. On average, I normally use between 350 - 400 GB of data every month. As a family of four that regularly uses programs like Amazon, HuluPlus, and Netflix to stream paid content, this literately places handcuffs around me and my family internet usage. What is more interesting that Comcast 300 GB policy does not account for xfinity streaming content. Yes the policy is relaxed, which too me is totally against Net Neutrality.

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[Ticket: # 564985 - Verizon is throttling my connection to Riot game servers](#)

**Date:** 10/1/2015 10:37:16 PM

**City/State/Zip:** Latham, New York 12110

**Company Complaining About:** Verizon

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## Description

I get a steady 150 MS ping while playing League of Legends. 1 (b) (6) server farm. When i turn on my VPN my ping/latency drops back to 30MS.

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**Ticket: # 565011 - streaming content access**

**Date:** 10/1/2015 11:05:13 PM

**City/State/Zip:** College Station, Texas 77845

**Company Complaining About:** Sudden Link

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## **Description**

We have suddenlink broadband in college station, tx. We tried to watch a streaming show on the comedy central website (@midnight) and were instead met with a message from Viacom that we no longer have access to that content. This is unacceptable. We pay a lot of money every month for free and open access to the internet. It is incredibly frustrating for a dispute between two businesses to affect which websites I can visit. This is why network neutrality is so important.

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**Ticket: # 565115 - Viacom's denial of access to Suddenlink customers****Date:** 10/2/2015 2:25:50 AM**City/State/Zip:** Arcata, California 95521**Company Complaining About:** Viacom (refusing Access To Suddenlink Customers)

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**Description**

My home internet is provided through Suddenlink. However, I subscribe only to internet services through them; I do not subscribe to cable television service at all. Tonight, my daughter attempted to link to the website of Comedy Central (b) (6) to watch a video of The Daily Show. Instead of the video, the Comedy Central site posted a message that Suddenlink had stopped carrying a number of Viacom channels, implying that Suddenlink was to blame for our inability to access a website that they freely provide to anyone using a different internet service. (In fact, I was able to easily pull up the video we wanted on my phone, which operates through Verizon Wireless). This is unfair. If content on the Web is available for free, then it should be available freely to anyone, no matter what internet provider they use. If Viacom wants to charge a subscription fee for their content, they should charge it openly, not disguise it by forcing our ISP to carry their content or cutting off all who use Suddenlink whether or not we choose to take cable service.

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[Ticket: # 565117 - Viacom denying service to suddenlink customers](#)

**Date:** 10/2/2015 2:32:35 AM

**City/State/Zip:** Arcata, California 95521

**Company Complaining About:** Viacom

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## **Description**

In response to suddenlink not buying access to their cable channel, Viacom has blocked all suddenlink customers from viewing their online content, which is normally free and does not require a cable subscription. Consumers of other internet service providers are still able to access these videos freely, only people using certain ISPs are blocked. This is very discriminatory.

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**Ticket: # 565255 - Internet.**

**Date:** 10/2/2015 9:30:07 AM

**City/State/Zip:** Jamaica, New York 11435

**Company Complaining About:** Verizon

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## **Description**

The internet does not work. I upgraded to Fios July 13, 2015 from that point on I have been having problems. Wire is not operating efficiently, so the wireless that is two rooms from the main source, can not pick up the signal or any other part of the house. When I had the copper wiring the internet worked better. Verizon service worker and technical support has tried to assist to no avail. On August 26, 2015 after 8 am a Verizon repair person came and worked on the computer system. I called yesterday October 1, 2015 was on the phone for about two hours and the problem was not solved. Verizon technical support and service worker changed the networks and the internet is still not working. I would like to receive the services that I am paying for.

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[Ticket: # 565381 - Comcast Data Caps starting in Florida](#)

**Date:** 10/2/2015 10:33:41 AM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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### **Description**

Comcast has decided to start charging extra to those who go over a certain limit. I signed up for unlimited internet and I should be able to continue that especially since I designee up for a 2 year contract. They only want to limit the amount of data so that code cutters will have to suffer.

---

**Ticket: # 565537 - Frontier Communications: Downgrade of Service**

**Date:** 10/2/2015 11:32:06 AM

**City/State/Zip:** Spokane, Washington 99027-0668

**Company Complaining About:** Frontier Communications

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## **Description**

Due to bandwidth limitations of Business-to-Business contracts with HughsNet not allowing Frontier customers to use higher rate & data plans the customer needs to be allowed to find alternate ISP connection without penalty. The early termination fee of \$400.00 will not be assessed during the downgrade of service due to Frontier not being able to provide DSL Internet or alternatives at business location. Please disconnect Frontier owned equipment at the end of this current billing cycle.

It is unfortunate that there is not a reciprocal agreement between the two companies. We would like to keep our Phone lines but process a downgrade of service, so that we can order the exact same "resold" service thru HughsNet at their advertised rate.

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[Ticket: # 565565 - Sprint unfair Practices and tactics after shutting down Clear affordable network](#)

**Date:** 10/2/2015 11:39:45 AM

**City/State/Zip:** Boston, Massachusetts 02115

**Company Complaining About:** Sprint

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## **Description**

Spring of 2015, Sprint announced they will be shutting down the Clear WiMax network on November 6, 2015 in order to repurpose Clear's \$50-a-month public airwaves for use with Sprint's horrendously expensive regular mobile internet.

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[Ticket: # 565840 - Comcast Internet - 300GB data cap](#)

**Date:** 10/2/2015 1:00:50 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast began to cap off my home internet data usage at 300GB per billing cycle. This happened right as I cancelled my cable bill so I now rely heavily on premium streaming sites such as Netflix, Hulu, Amazon Prime, etc., in order to watch programming. I have never had a cap until this past month or so and it seems like very shady business tactics.

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**Ticket: # 566214 - Internet Connection**

**Date:** 10/2/2015 2:58:31 PM

**City/State/Zip:** Vernal, Utah 84078

**Company Complaining About:** Strata

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**Description**

To whom it may concern,

In Vernal, Utah does one have to be Mormon to receive a reliable internet connection? I ask this question in this manner based on observations of how Strata and its techs conduct themselves.

July 14-15 2015 is the date of service install at our residence of (b) (6). Vernal, UT 84078. On the day of install, the tech did state that there were issues regarding the system where we live, a construction crew had hit a buried cable line and the issue would be corrected shortly. Two weeks later is when that issue was resolved on Strata's end, supposedly. That's when our connectivity issues began.

We called tech support, they sent someone out to assess the situation. The tech that arrives within 10 minutes of being at our residence decides to start asking some very personal questions that have nothing to do with the internet service he is tasked to repair. Our personal beliefs, as far as religion goes, should have no bearing on the quality of service we receive for a paid subscription service.

Once the tech found out my beliefs were not the same as his, he was ready to leave without repairing the issue. I asked when it would be resolved and he replied with maybe this afternoon. The next day we went to Strata's office and filed a complaint. They send another tech out with explicit warning to not talk about religion. Which I thought was normal professional behavior for anyone employed nowadays.

Tech 2 informed me that he believes angels procreated with humans and that's how giants came about. Seriously, how does this have anything to do with the issues regarding our internet connectivity? He also stated a neighbor dug a root cellar, cut into the cable line and tried to repair it. He then stated he was not going to charge the neighbor for repairs and then spliced the line and said it was band-aided.

8/24/2015 1pm to 4pm no internet.

8/25. 1pm to 8:30pm no internet

Speed test results 7.2 Mbps down 1.4 Mbps up @ 8:30pm.

8/27. 1pm to 1:45pm 7.6 down 1.4 up

8/28. 3pm to 8:27pm 9.7 down 1.2 up

8/29. 11:50am 191.1 kbps down 1.4 Mbps  
4:30pm 33.3 kbps down 1.2 up

8/30. 3:03pm service resumed @ 9.8 down 1.3 up

9/1. 7:18 pm service resumed @ 8.0 down 1.8 up

9/20. 8am to 8:44pm 9.6 down 1.5 up

9/21. 5pm service resumes 7.1 down 1.4 up

9/22. 8:15 service resumes 11.9 down 1.6 up.

10/1. no service.  
10/2. 11:06 am 327.8 kbps down 1.7 up

We subscribe to to Strata's 15Mbps service. Tech 2 stated that 13Mbps should be to be able to be achieved at our location and thats what we expect. Our next step will involve the FCC and every organization that will help resolve this issue.

Regards,

(b) (6)

Vernal, Ut

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[Ticket: # 566327 - Comcast's Decision to Cap Home Internet to 300GB](#)

**Date:** 10/2/2015 3:36:04 PM

**City/State/Zip:** Apt.4, Florida 33137

**Company Complaining About:** Comcast

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## **Description**

This decision is completely undermines the will of the people. The Internet is not what it used to be. It is the lifeblood of the Digital Age. To cap the Internet is to cap progress.

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[Ticket: # 566694 - Comcast started charging extra for data](#)

**Date:** 10/2/2015 5:25:35 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast started a "trial" in Florida that makes me pay extra for when I pass 300gb of data usage which does not cost them a thing. They said the only way to go around not getting charged extra for passing that mark is to pay extra anyways for unlimited data when I already had that to begin with. I watch a lot of Netflix and Hulu and my family is on YouTube all the time and plays online videogames. 300gb is nothing when you utilize all of today's technologies to send and receive information. By doing this, it limits how much total information I can send/receive since I cannot afford to pay their extra unlimited fee. I thought net neutrality was supposed to stop this kind of abuse.

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**Ticket: # 566897 - Limited Internet Data Usage - Comcast**

**Date:** 10/2/2015 7:06:21 PM

**City/State/Zip:** Miami, Florida 33179

**Company Complaining About:** Comcast

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## **Description**

We have received a letter from Comcast today stating that they are basically limiting our data usage to 300gb monthly, will begin charging an extra \$10 for every 50gb over the 300gb monthly limited or they now gave us the option to "buy in" unlimited data usage for an extra \$30 a month.

**PROBLEM:** We had unlimited data usage until now, they simply took it away without our consent and are now trying to extort an extra \$30 monthly for the same thing we have had for the last 16 months.

If anything they should offer an optional reduction on your bill if you choose to have a cap or leave your plan unlimited if you had it already.

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**Ticket: # 567019 - CSPIRE WIRELESS FORCING CUSTOMERS TO CHANGE UNLIMITED PLANS FOR USING DATA AS DESCRIBED IN PLAN**

**Date:** 10/2/2015 8:35:55 PM

**City/State/Zip:** Water Valley, Mississippi 38965

**Company Complaining About:** Cspire Wireless

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**Description**

I am a customer of CSpire Wireless in Mississippi. I have an unlimited data plan that includes 30 minutes of streaming video. When CSpire introduced this plan, they also introduced streaming passes for customers that wanted to watch more video. They offered a \$30 unlimited streaming pass, that I purchased. I received a letter from CSpire the other day and was told that I used too much data in my billing cycle and am now being forced off of my plan. This is ridiculous and completely goes against what the FCC ruled against AT&T on recently. I hope the FCC can step in and protect us CSpire customers from the greedy corporation it has become.

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[Ticket: # 567114 - Comcast Xfinity capping internet](#)

**Date:** 10/2/2015 10:10:33 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

The cap that is being imposed by Xfinity in Miami is absolutely ridiculous! As customers we are now going to be charged to maintain the monopoly that Xfinity has become. This has to be stopped as now all families have more need and use for th internet. Above that we can avoid the cap by paying 30 dollars more a month, it's a racket and we the people deserve to be represented by our government!

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[Ticket: # 567221 - Data cap on broadband internet](#)

**Date:** 10/2/2015 11:41:24 PM

**City/State/Zip:** Cedar Rapids, Iowa 52402

**Company Complaining About:** Mediacom

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## **Description**

My broadband internet has caps, which there's no reason to as it doesn't cost the company extra to have it uncapped. The introduction of it seems very arbitrary and an attempt to discourage streaming services like netflix or amazon.

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**Ticket: # 567266 - Comcast Data Caps**

**Date:** 10/2/2015 11:57:40 PM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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## **Description**

Comcast charges me for using more than 300Gb worth of data. That is unfair, considering I download a lot of files and browse a lot of data-intensive websites. I should be paying for speeds, not by usage. If I was a regular Netflix or Hulu watcher, my bill would probably be over \$50 extra a month because of it, and I hate knowing that every month I am forced to pay more money because I "went over." I shouldn't have to pay more so I don't have one when they are already giving me a price for the service.

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[Ticket: # 567741 - Comcast data cap](#)

**Date:** 10/3/2015 1:22:24 PM

**City/State/Zip:** Cutler Bay, Florida 33157

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping my home internet usage to 300gb/month in order to gouge more money out of my family.

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**Ticket: # 567752 - Usage Caps**

**Date:** 10/3/2015 1:31:14 PM

**City/State/Zip:** Hollywood, Florida 33020

**Company Complaining About:** Comcast

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### **Description**

Please look into the data limits being imposed by broadband cable ISPs like Comcast (I am a customer of Comcast) Their arbitrary limit of 300gb and \$10 for every 50gb over looks like an attempt to use their monopoly status to force services like Netflix and Hulu out of the marketplace. This would ensure that Comcast is the sole provider for any and all content. This is not fair to consumers. Please take action on this matter.

Thanks for your time,

(b) (6)

  


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[Ticket: # 567903 - Out of line moderator on Rivals.com message board](#)

**Date:** 10/3/2015 3:15:12 PM

**City/State/Zip:** Virginia Beach, Virginia 23454

**Company Complaining About:** Verizon Wireless

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## **Description**

I reported a complaint that a moderator improperly used profanity and they extended a 1 day ban on the message board (for a subjective reason) to a 30 day ban.

The name of the moderator is "(b) (6)" and he moderates the message board at the following location, "(b) (6)"

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**Ticket: # 567996 - Comcast Data Caps****Date:** 10/3/2015 4:16:59 PM**City/State/Zip:** Hollywood, Florida 33024**Company Complaining About:** Comcast

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**Description**

Previously I had filed a complaint regarding the "test" of a 300 GB "tiered usage" program on residential internet service in the South Florida market. When comcast responded to my complaint they claimed that there was no way decline overages as a result of this plan and that I would be able to check my usage on their website to monitor and ensure that I don't go over. The usage monitor that they claim I have access to doesn't work.

As it stands, I am still firmly against this policy. Comcast claims that the average user does not exceed 300 GB. I find this a stretch. Advances in internet technology have made it more economical for streaming services and downloads of large files. The latest Grand Theft Auto game, for example, is 49 GB. Downloading the game from an internet gaming service, such as Steam, would use up approximately 16% of one's internet plan. Netflix, a popular movie streaming service, is in the process of rolling out 4k movie streaming. Streaming a 1080P movie uses 4-5 GB of data. A 1 hour 4K video could eat up to 25 GB of data, roughly 12% of the limit comcast says "reasonable" people should be using.

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**Ticket: # 568121 - Comcast Unethical Modification of Internet Service**

**Date:** 10/3/2015 6:14:27 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** Comcast

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**Description**

My Comcast internet service had always been unlimited until October 1st, 2015. Starting on October 1st, 2015, Comcast modified my Internet Service to be limited to 300 GB, and for every 50 GB that I use over the 300 GB limit I will have to pay them 10\$ extra. The unlimited typical Comcast service Miamians had is now being offered as a new different plan, where I have to pay 30\$ in addition to the my monthly internet service fee.

In Miami, Comcast has always provided unlimited internet service by default. Users used to pay for the speed of the internet service, the speed is what made the difference in the plans. Now Comcast wants to make their plans based on how much information is downloaded or uploaded through their internet cable service. Limiting families to 300 GB is a violation of NET NEUTRALITY.

Please address this matter.

Comcast is only modifying plans in Miami and Fort Lauderdale, Comcast does not dare to do this nationwide because Comcast knows this would be immediately stopped.

Most people in Miami Dade county do not have the English language skills and PC/Internet Skills to understand this letter and what is happening now with their internet service. The Miami-Dade population is over 60% foreign born and the household income is lower than the nation's average household income.

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[Ticket: # 568462 - Comcast data throttling and data caps](#)

**Date:** 10/4/2015 4:40:02 AM

**City/State/Zip:** Milwaukie, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

This is not right

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**Ticket: # 568500 - Internet Data Caps**

**Date:** 10/4/2015 7:45:11 AM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Comcast

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## **Description**

Greetings, I have recently been reading about usage based billing for the internet by Comcast. I would like to place a complaint about this policy. The internet is a public commodity like water or air. However, unlike water, it is not a finite resource, no company will ever run out of internet. We should and do pay for access to it, however no user regardless of how much they use should be charged more, it should all be unlimited. If companies such as comcase are concerned about users slowing down their networks due to high usage volumes during peak times, they should invest more of their profits into infrastructure upgrades, rather than charging the high usage customers more. Policies such as this are an affront to an open internet, and set a bad precedence going forward.

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[Ticket: # 568502 - Comcast](#)

**Date:** 10/4/2015 7:45:31 AM

**City/State/Zip:** Brighton, Michigan 48116

**Company Complaining About:** Comcast

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### **Description**

Limiting data is against net neutrality. I currently am not effected but please stop them before everyone is effected.

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[Ticket: # 568669 - Comcast Data cap](#)

**Date:** 10/4/2015 10:00:11 AM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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### **Description**

300 gb 'cap' is only being used to make their customers pay more if they use services like hulu or netflix more than they would like... In affect punishing their customers that use those services too often.

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[Ticket: # 568537 - Don't let corporates control forms of communication.](#)

**Date:** 10/4/2015 8:36:30 AM

**City/State/Zip:** Hadera, Alabama 38205

**Company Complaining About:** Bezeq

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## **Description**

I'm not even American, to be honest, I do however plan to move into North America in the future and I must say things are looking quite grim. Corporates having a monopoly over a market is never a good thing, and controlling forms of media and communication to the point that certain services need to raise the subscription prices as a result - is outrageous. Don't let Comcast be the demonic overlord of Internet services it wants to be, don't let it control and limit caps of usage ( that will not be enough to most modern users who use programs or tools that consume many GBs of data a month ).

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**Ticket: # 568549 - Comcast**

**Date:** 10/4/2015 8:42:26 AM

**City/State/Zip:** Fort Myers, Florida 33907

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-costumer policies like data-caps, and monopolizing the free flowing of information.

Thank you for your consideration.

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[Ticket: # 568583 - Comcast data caps](#)

**Date:** 10/4/2015 9:17:55 AM

**City/State/Zip:** Baltimore, Maryland 21223

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to cap data throughout the United States which is nothing more than a grab for more money. I can not get any other high speed internet in my area which seems like a monopoly to me. Stop Comcast from abusing its customers and keeping a choke hold on our options to access the internet.

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[Ticket: # 568599 - Comcast data caps](#)

**Date:** 10/4/2015 9:26:06 AM

**City/State/Zip:** Tampa, Florida 33617

**Company Complaining About:** Comcast

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## **Description**

Comcast has taken another step towards complete erosion of our Internet infrastructure, turning it into another service that can be metered and sold for whatever price they conjure. Home Internet should not be metered or capped in the same way that mobile Internet is because they are used differently. At home, one can easily run through their data limit watching Netflix on their day off.

So, it's okay for Comcast stone age business policies to limit the exposure to and growth of new industry? A few power users in an area shouldn't give Comcast the power to raise the rates for all users.

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**Ticket: # 568608 - Comcast Data Limit****Date:** 10/4/2015 9:31:01 AM**City/State/Zip:** Charleston, South Carolina 29407**Company Complaining About:** Comcast

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**Description**

It is unfair and outlandish for Comcast to be able to charge for data usage like this. Especially the fact that they hardly give you a choice. The thought of going over their limit by even a single GB, yet still being charged an additional \$30 is terrifying. Who's to say in a year they won't lower the 300gb? And then in another year lower the limit again, and then "Oh we now increased the price if you go over the limit."

They have us customers by the vice, and they know it. We need help from the FCC to keep these money hungry corporations from ruining the last free thing us US citizens have.

---

**Ticket: # 568623 - Comcast Data Limits are Harmful to Consumers**

**Date:** 10/4/2015 9:38:10 AM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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**Description**

It has been brought to my attention that the ISP known as Comcast has begun putting forth a business decision in which they will charge for data usage above a certain amount. As a Comcast customer and active Internet user, this upsets me for a variety of reasons.

It is true that amount of data is an intangible, unlimited resource that costs the ISP absolutely nothing to provide. Charging the populace extra for high amounts of usage is simply nothing but another dirty scheme to generate profit. For reasons that should be obvious, this is completely harmful to consumers and absolutely violates the concept of an Open Internet.

What should be their true concern is congestion of the network, which is something my area definitely experiences at a severe degree. Instead of trying to scam U.S. citizens, they should be directing their focus into upgrading the infrastructure in areas that desperately need it, pushing our nation's technology and communication forward.

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[Ticket: # 568627 - Cox data cap](#)

**Date:** 10/4/2015 9:39:43 AM

**City/State/Zip:** Parma, Ohio 44129

**Company Complaining About:** Cox

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## **Description**

I signed a contract with cox cable back in 2014 for unlimited monthly internet and a 50mb connection. I now have a 250gb cap and I never had a 50mb connection since I have been with the company. It first came to my attention the other day when they sent me a letter about hitting my 250gb cap, and that I will be charged a extra 10\$ for 50gb if I go over my before "unlimited" internet.

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[Ticket: # 568632 - Comcast is still blocking Roku](#)

**Date:** 10/4/2015 9:41:01 AM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Comcast is actively lowering the download speed whenever I am using Roku streaming. I can tell because I have been monitoring the download speed using Ookla speedtest. It is normally around 10 mbps but drops significantly to close to 0 mbps when I stream HBO Go or Showtime on my Roku device. Speed returns to 10 mbps as soon as Roku device is turned off. I was under the impression that Comcast was not allowed to do this anymore.

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[Ticket: # 568639 - Comcast data restrictions](#)

**Date:** 10/4/2015 9:48:02 AM

**City/State/Zip:** Christiana, Tennessee 37037

**Company Complaining About:** Comcast

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### **Description**

Comcast has put a 300 gigabyte cap on my Internet, and claims if I go over I will have to pay more than advertised.

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**Ticket: # 568661 - DO SOMETHING ABOUT COMCAST**

**Date:** 10/4/2015 9:54:43 AM

**City/State/Zip:** I Am Begging You, Alabama 20850-1234

**Company Complaining About:** Comcast

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### **Description**

I DON'T EVEN LIVE IN THE UNITED STATES BUT THIS IS AN OUTRAGE.

[https://www.reddit.com/r/technology/comments/3nedvb/i\\_contacted\\_the\\_fcc\\_recently\\_about\\_comcasts\\_data/](https://www.reddit.com/r/technology/comments/3nedvb/i_contacted_the_fcc_recently_about_comcasts_data/)

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**Ticket: # 568665 - COMCAST CAPPING INTERNET**

**Date:** 10/4/2015 9:56:33 AM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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**Description**

Net Neutrality. Plain and simple. This is ludacris!

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[Ticket: # 568687 - Comcast limiting data usage gone too far](#)

**Date:** 10/4/2015 10:12:58 AM

**City/State/Zip:** Woodstock, Georgia 30005

**Company Complaining About:** Comcast

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## **Description**

It's 2015. Let's get that out of the way first. A modern family that lives in a time where the Internet of their home is more often than not an invaluable resource for research, school project, business and so much more. If the 300 GB data plan is imposed more often than not, there will be charges. I myself have been charged for almost 3 years now. When Google Fiber rolls into Atlanta do you think ill waste even a millisecond telling the customer service rep what I think about their work before ultimately ending all future business between us. Its too late to complain about a monopoly of ISP's. Comcast made sure they paid the right people for that. All we want now is data that isn't metered to such a low number when the Netflix 1080p streaming alone can drain that cap in all of 15 days

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**Ticket: # 568690 - Comcast data caps**

**Date:** 10/4/2015 10:15:56 AM

**City/State/Zip:** Boulder, Colorado 80301

**Company Complaining About:** Comcast

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## **Description**

This is an outrageous money grab on the par of Comcast. If this was indeed for the benefit of the consumer, I would see a decrease in 30 dollars on my internet bill, not an addition to the already outrageous amount of money I owe them every week. according to the natural laws of physics, there should be no reason to limit bandwidth. It is literally unlimited when it comes to hardwork communications. Whenever another company like Google threatens to take an area over, suddenly speeds in those areas rise dramatically and prices are slashed in half. Competition is good for this industry. You guys are being played for fools. Get your guys shit together and regulate this companies! It's ridiculous. They are abusing a monopoly that's been given to them by the government. Please please please help the people!

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[Ticket: # 568697 - Internet data caps ComCast](#)

**Date:** 10/4/2015 10:19:48 AM

**City/State/Zip:** Milwaukee, Wisconsin 53212

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping Internet data usage and extorts money from the individual who goes over the allotted amount. This is absurd.

Internet is a basic need like heat and electricity. Those do not get capped.

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[Ticket: # 568698 - frequent internet outage](#)

**Date:** 10/4/2015 10:20:46 AM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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## **Description**

internet outage is very frequent on a daily basis and our rates continue to rise

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**Ticket: # 568716 - Comcast Internet usage caps**

**Date:** 10/4/2015 10:31:42 AM

**City/State/Zip:** Manhattan, New York 20202

**Company Complaining About:** Comcast

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## **Description**

Dear Reader,

I understand you live somewhere in the states, you probably have a house or apartment - maybe you even rent. You will no doubt have internet access, too! Most likely with Comcast or Time Warner I bet.

The recently announced usage caps are absurd, and you as the reader can see that I bet. You probably have Netflix, right? Love coming home to your friends/partner/kids and being able to say "want to watch a film?" without worrying "oh no! I've nearly hit my cap, maybe next month then"

The end users can only make so many complaints - you, the happy worker at the FCC are one of these end users. I urge you to rally against this idiotic policy. It stops development. You would love unlimited internet, right? Up to 150mbps downloads, right? Up to 50mbps up? Low price (around \$50 a month?) sounds tantalizing?

That's exactly what we get in the UK, and probably even more for your money elsewhere in the EU.

When people outside your country are making complaints about your internet infrastructure ( it's all over social media, and it's embarrassing for the tech powerhouse that was America), there's only one phrase - " you screwed up somewhere" seriously. It's embarrassing.

For your own benefit, so you can say to your friends "I'm not happy with our internet around here, so I pushed for change at my work." please, think twice before implementing this.

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[Ticket: # 568727 - Internet Data Caps](#)

**Date:** 10/4/2015 10:33:25 AM

**City/State/Zip:** Fayetteville, Arkansas 72701

**Company Complaining About:** Cox

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## **Description**

Please declare the internet a public utility, and pledge to protect internet privacy. Earn points with the American people by taking on cable giants, and you might even be president one day. I don't know, something to think about. Short term, money may be lost. But as far as general public opinion goes, no one is going to be against you. Take a stand.

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[Ticket: # 568730 - Comcast's 300GB/month data cap](#)

**Date:** 10/4/2015 10:34:41 AM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently been enacting a new policy of capping the data users have to 300GB per month. I believe this to be in violation of open internet - maybe not in the idea of free speech and what not - but that there is suddenly an imposed financial penalty to how much data you consume (some individuals might regularly need more than 300GB per month), which does not make for an open internet because once this cap is reached, the internet is closed to you. Open I think takes a literal meaning here.

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[Ticket: # 568733 - Throttled speeds](#)

**Date:** 10/4/2015 10:35:29 AM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## **Description**

I'm currently a Comcast business customer and pay upwards of \$150 a month for my service. Recently has come to my attention that certain services such as Netflix, Amazon prime, and other video related services receive these slower speed than other services such as twitch TV. This is a blatant violation of net neutrality rules and I am furious I pay such high Internet prices and still receive for auto connection speeds to services I pay to access on top of my Internet account. Please hold Comcast accountable for limiting competing streaming services through their connection speeds and accessibility.

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**Ticket: # 568751 - Comcast**

**Date:** 10/4/2015 10:47:08 AM

**City/State/Zip:** Colorado Springs, Colorado 80922

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-costumer policies like data-caps, and monopolizing the free flowing of information.

Thank you for your consideration.

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**Ticket: # 568769 - Comcast Data Cap**

**Date:** 10/4/2015 11:00:11 AM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast

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### **Description**

I get charged \$30 for 30GB more usage after going over 300GB in a month's time. I do not get to pay less, however, when I haven't reached the 300GB cap per month. Concatenation claims that those who do not reach the cap pay less than those who have reached the cap (but do not go over). This is a blatant lie and with the world completely online, caps are just a way to leach more money out of the consumers who are forced into their contracts, especially due to lack of competition in our areas.

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**Ticket: # 568816 - Comcast Data Caps**

**Date:** 10/4/2015 11:18:49 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is a great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-customer policies like data-caps, and monopolizing the free flowing information.

Thank you for your consideration

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[Ticket: # 568839 - Comcast putting a cap at 300gb for internet](#)

**Date:** 10/4/2015 11:33:32 AM

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Comcast

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## **Description**

This is completely out of line from Comcast. I am getting internet in the first place because of unlimited internet for home. There is no unlimited data plan for phone service and that's why I got home internet in the first place. This is not pro consumer at all no matter how you slice it. This is just milking customers money even more and even worse for those that can't get other internet service providers because of the monopoly Comcast has on other regions. Why should we have to worry about going over my data for home internet while we already have enough trouble with worrying about our data for our wireless service? This just doesn't make sense and I hope this stops.

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**Ticket: # 568840 - Comcast Data Caps**

**Date:** 10/4/2015 11:34:32 AM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-costumer policies like data-caps, and monopolizing the free flowing of information.

a Government Accounting Office report that found little justification for usage limits or compulsory usage allowances on broadband.

Thank you for your consideration.

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**Ticket: # 568843 - Comcast Data Caps**

**Date:** 10/4/2015 11:36:55 AM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Comcast

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## **Description**

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-customer policies like data-caps, and monopolizing the free flowing of information.

Thank you for your consideration.

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**Ticket: # 568885 - Comcast 300GB Data cap on HOME internet**

**Date:** 10/4/2015 12:03:41 PM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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### **Description**

Starting this month I was advised by Comcast that they will begin charging me for using extra data that exceeds 300GB. I can pay an "extortion" fee which is \$30 extra to have the same thing I had last month, which was unlimited data. This practice should be illegal. For people who stream their tv and movies content Comcast is charging us extra.

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[Ticket: # 568896 - Internet traffic cap by comcast](#)

**Date:** 10/4/2015 12:22:12 PM

**City/State/Zip:** Bow, New Hampshire 03304

**Company Complaining About:** Comcast

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### **Description**

I recently learned Comcast is capping some areas at 300gb/month per household. This is ridiculous and must be addressed. Please do not let this monopoly continue - they are such a scummy company that no one likes anyways

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[Ticket: # 569075 - Data Usage Cap](#)

**Date:** 10/4/2015 2:42:39 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Due to a recently imposed data usage cap on my account by Comcast, I am having to reconsider my usage of music and video streaming as my mode of entertainment at home. Even my home alarm and automation system may consume too much data to maintain connectivity with me remotely. This imposed cap is keeping me from using all available online tools and services in fear of exceeding my cap. They do not even offer a more competitive alternative. It is a forced decision to either cut ties with those other services consuming your data or pay more in Internet to accommodate for our choice to continue using those services that require higher data usage.

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[Ticket: # 569084 - scam to access computer information](#)

**Date:** 10/4/2015 2:51:15 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** AT&T

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## **Description**

I was browsing the web through (b) (6) for school research on my mac and it suddenly took me to a page with a request to call (b) (6) with an error code. When I called, the lady on the other line wanted remote access for my computer to "fix the problem." That sounded scary. I went to Crome to search out their number and it seems it is a spam that a number of people are affected with. I wanted to write to FCC so FCC may look into this.

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**Ticket: # 569095 - Comcast usage plan trial**

**Date:** 10/4/2015 2:55:29 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

My household has Comcast Xfinity internet only. We cut the cord to their cable a few years ago and I can't help but think that they are punishing their customers that do this. We have seen a rise in our internet bill over the past two years and now they want to impose a cap on internet usage. They are saying that we can only use 300 G a month or we will be charged overage fees. \$10 for every 50g added to our monthly usage. Yes, we use more than 300g some months, I have checked. But is this cap fair? Maybe if it was across the board, but it's not. I have spoken to numerous Comcast customers that have both their cable and internet and they did NOT receive any notification that they were receiving a cap on their usage. They live in the trial zip codes that are listed on Comcast's website. I also talked to friends that only have Comcast internet as well and they did not receive any notification of caps. Just me...and I know it's because we reach their imposed limit. But what if my friends reach the 300g limit one month? They are going to be notified at that time that, oh, by the way, you went over and we're charging you? Shouldn't everyone in their so called zip code trial area be notified? I no longer have their cable because of shady practices with their prices. I would get one price on the phone by an overseas agent and then my bill would reflect another price. I am so over this company and their unethical business practices. Comcast knows that in our area, they are our only internet option and they are taking advantage! Please help rope this company in. They are unethical and taking advantage of their customers. I already pay a ridiculous amount for internet service \$78 a month and I don't even have the most expensive plan. And now they want to charge more? Appalling!

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[Ticket: # 569142 - Overage usage on new internet cap](#)

**Date:** 10/4/2015 3:30:22 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

I just received a email informing me of a new overage usage cap which will go into affect in three months. I signed a commitment for two years of Internet and cable last year. There was no mention of a usage cap. If I'm in a two year commitment, how can Comcast impose usage caps that were not in affect when I signed my commitmant?

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**Ticket: # 569166 - Sling/DishNetwork blockage of AlJazeera Arabic Channel in the USA**

**Date:** 10/4/2015 3:48:54 PM

**City/State/Zip:** Union, Kentucky 41091

**Company Complaining About:** Dish Network

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### **Description**

The AlJazeera Arabic channel and Ajazeera Mubasher channels are currently being blocked in the USA by Sling and DishNetwork in order to force consumers to purchase the Arabic package. I urge the FCC to investigate and force Sling and DishNetwork to release these channels to allow streaming over the Internet ASAP. Enough monopoly. Thanks.

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[Ticket: # 569199 - Facebook hacking](#)

**Date:** 10/4/2015 4:04:24 PM

**City/State/Zip:** Mount Ida, Arkansas 71957

**Company Complaining About:** Windstream Communications

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## **Description**

My sister is hacking my facebook profile and I have asked her to stop and she will not. I want to file a complaint.

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**Ticket: # 569219 - Data usage caps and slowing down internet speeds**

**Date:** 10/4/2015 4:19:15 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

I think that it is ridiculous that Comcast is putting a cap on the data usage. They want to charge customers for going over data usage an additional \$10 dollars for an additional 50Gb or \$30 dollars more for unlimited data usage. I already pay about \$83 dollars a month and once my current promotion is up my bill is going up another \$20 dollars plus taxes and fees which will put me over a hundred dollars per month. I have kids who are always watching Netflix and Hulu plus playing online games I know for a fact I would need an unlimited data plan which means I would need to pay an additional \$30 dollars for data usage which would now raise my bill up to about \$140 to \$150 dollars per month that is almost doubling my current cost. I cannot afford to be paying double my current bill it is hard enough now to come up with the money let alone if they double my bill.

I also do not like the fact that they are also slowing down our internet speeds when we watch something on Netflix or Hulu just to try to get us or other customers frustrated with the streaming services so they can try to get us to purchase there tv services. This monopoly that they have going on taking advantage of there customers needs to be stopped there prices are ridiculous someone needs to do something about this.

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[Ticket: # 569222 - Comcast Data Cap](#)

**Date:** 10/4/2015 4:20:42 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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### **Description**

Recently, Comcast/xfinity has sent us a letter saying that we have a limit of 300 GB per month. I do not think this is right.

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**Ticket: # 569324 - Comcast Data Caps are not "consumer friendly"**

**Date:** 10/4/2015 6:16:45 PM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

The real problem here isn't what they're charging, it's why. You are paying for bandwidth, not amount of data. The amount of data you use is meaningless to customer impact. Their claim for needing to charge for high data usage is that "those who use more data slow down the internet for those that don't". When in reality, the real reason people are impacting each others' internet speeds is that the provider has typically oversold all of their lines. For example, if their line is capable of 5000mbps (random bandwidth i pulled out of my ass), they will sell 50mbps speeds to 1000 homes. They do this in hopes that not everyone is on and using bandwidth at the same time. If you are sold as a single household on 50mbps internet, you aren't able to exceed that cap no matter what form of traffic you are using. So you could be streaming high-def video once a year, if that happens to fall during a high usage time on an oversold line....people slow down. So, as you can see, the bandwidth capability of what they are selling is the problem. The data size cap is a completely arbitrary number they are pulling out of their ass to target consistent users. Instead of actually being consumer oriented and expanding to prepare for/usher in future technology growth, they're doing things like lobbying for ending net neutrality and charging more for specific services. In truth, ISP services have a high percentage of profitability because they're charging for lines that are already in existence that they rarely need to maintain. To actually expand and be able to support their sales would be the "customer oriented" move but they are digging their heels in and doing everything in their power to avoid this cost. The sad part is our government is run by money instead of public voice so we, as consumers, will likely lose this war.

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**Ticket: # 569406 - Blocking access to HBO Go on PS3**

**Date:** 10/4/2015 7:50:35 PM

**City/State/Zip:** Miami, Florida 33135

**Company Complaining About:** Comcast

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### **Description**

Comcast is refusing to validate my subscription to HBO so that I can use the HBO Go service on my ps3, in violation of Open Internet Brightline rules.

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**Ticket: # 569506 - Xfinity Data Cap**

**Date:** 10/4/2015 9:59:33 PM

**City/State/Zip:** Miami, Florida 33174

**Company Complaining About:** Comcast

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## **Description**

Comcast is fraudulently advertising their service plans by offering one thing then delivering something completely different. Three months ago, I entered into a service agreement in which Comcast was to provide, as advertised, 105 megabits (with no data limit) of internet service for a fixed price for 12 months. On October 1, I received an email from Comcast informing me that a data limit was to be imposed on my account. If I want unlimited data, then I need to pay an additional \$30 per month.

This is fraud. I have a 12 month service agreement with Comcast and I expected to pay \$34.99 a month for my unlimited internet service. Now Comcast wants me to pay \$64.99 a month for the same service. This is nearly DOUBLE the amount that I agreed to pay. This type of Ponzi scheme should not be permitted. Comcast is baiting customers and then switching.

Our elected officials in Congress have determined that the best way for our country to be on the edge of innovation is to extend broadband service across the country. With Comcast's practices of gouging customers after luring them in, broadband accessibility would be greatly diminished. I have no other options for broadband internet in my vicinity. I'm stuck using Comcast and their mostly unreliable internet.

Please send Comcast and other monopolistic internet service providers a message that this kind of practice is unacceptable and fraudulent.

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**Ticket: # 569590 - Hughes net**

**Date:** 10/5/2015 12:30:34 AM

**City/State/Zip:** Titus, Alabama 36080

**Company Complaining About:** Hughes Net

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## **Description**

I have had an off and on slow internet connection for a while now . I waited a while to call because I don't have much sit down time to talk to them with an infant . I called them tonight and was on the phone for 2 hours and 6 minutes -- repeatedly doing the same steps over and over . The lady seems to not know anything about the service without having to look it up. After going through this process she said she would transfer me another person to resolve the problem. I was on hold for 10 minutes or more when she came back to tell me that I would be receiving a call in 2-3 days to resolve the issue. My internet connection is so lousy half the time I wish I had the money to end my contract . I've only had Hughes net for a few months and I have highly dissatisfied by their internet service and phone service . My download and upload speeds were not meeting the retirement of my plan . I do not have the Java update needed to perform the test via hughes net website . She sent me to an alternative website , testmy.com, to test my speeds . I did not document the speeds .. Assuming I would not need to and she would keep a record of them . They mostly in Kbps. Mostly running 91% lower than other Hughes net users .

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**Ticket: # 569839 - Setting a cap on data usage for home internet**

**Date:** 10/5/2015 10:32:50 AM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

I recently received a letter from Comcast, my internet service provider, about limiting the data usage at home to 300GB/month. I checked my data usage for the past few months and I have exceeded that limit in two out of 3 months, with usages of 460GB, 550GB and 299GB.

Comcast is calling this a "trial" data plan service. IMO, it is nothing but a way to get more money from customers who cut the cord and now are viewing programs from companies like Netflix, Amazon, Hulu, etc. in which we pay for programs that we really want to watch.

I have been a Comcast customer for many years, and I have seen their prices and plans go up and up with not restrictions on what they charge - at least that is how I feel. I had to cut services to afford their monthly charges but this last one is one that just a way to increase their profit because of the limited options we the customers have.

If a customer does not consume 300GB/month, will Comcast then give credit to that user? The answer is NO. Again, IMO, this is another scheme from Comcast to get more money from customers who are limited on the internet providers.

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[Ticket: # 570109 - Usage Caps with Suddenlink](#)

**Date:** 10/5/2015 12:17:58 PM

**City/State/Zip:** Charleston, West Virginia 25314

**Company Complaining About:** Sudden Link

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## **Description**

While Net Neutrality may have gone well, in response cable companies such as suddenlink have began introducing usage caps. They have also introduced these caps to hit the cord cutters where it hurts. If you don't want to watch the TV that they provide at an exorbitant price then you will be limited in what you can watch via streaming. They claim these caps are sufficient. I have never gone over since they implemented the overage fee and that is by limiting myself, I could easily fly over the limit without issue. These are ridiculous and there is absolutely no reason for caps, or do everyone a favor and only limit usage between certain hours, but even that is unfair.

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[Ticket: # 571083 - Data use caps](#)

**Date:** 10/5/2015 4:34:26 PM

**City/State/Zip:** Miami Springs, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data usage cap which seems like a violation of net neutrality affecting my ability to use data streaming services like Netflix, one of their main competitors.

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[Ticket: # 571557 - data cap](#)

**Date:** 10/5/2015 7:14:15 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

COMCAST is capping data

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[Ticket: # 571666 - Comcast sets CAP on Internet service leaving with no alternative](#)

**Date:** 10/5/2015 7:55:30 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast just decided to set a Cap of 300GB on my service. My average monthly is from 250-400 per month. I must now choose between paying a monthly fee of \$30 additional or individual monthly penalty fees. Furthermore, Comcast completely did away with other options of Internet service, unless you bundle it with their other services...TV, Phone, which i don't need. This is unfair, in an environment where customers have no real options for internet service, there are basically 2 options in most of Miami. So our hands are tied as to what to use for Internet. A service that has become so essential for living. Please stop Comcast from setting these CAPs.

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**Ticket: # 571720 - Poor Service and Data Usage Caps**

**Date:** 10/5/2015 8:19:29 PM

**City/State/Zip:** Arlington, Tennessee 38002

**Company Complaining About:** Comcast

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### **Description**

This evening I'm without Internet or TV service from Comcast. Prior to leaving for work at 08:00 today I experienced momentary outages. This evening I'm experiencing NO Service. I called my local Memphis TN Comcast and although the CSR was kind and professional she could not give me a reason for the outage.

I have after-hour call outs and I can't support my customers without internet. I also can't accept the data usage cap Comcast has imposed on us in this market. When I signed up there were no Caps on data but within the last year their terms of service changed and I had no choice but to accept their terms. I have no other choice. SBC doesn't have Uverse in my area and their DSL is no longer offered so I'm at the mercy of Comcast. At 300 gigs a month I can't watch too many Netflix's or similar streaming media.

Comcast has a monopoly in Memphis and the surrounding suburbs and has done little to improve their service nor their customer's experience. Why are they allowed to selectively impose Caps on data usage in only a few markets? I'm sure they can impose caps on data usage in Memphis and not fear an exodus of subscribers because they are the only carrier in town, at least in my suburb of Bartlett TN.

I would be grateful for an opportunity to discuss this with someone from Comcast. I thank you for your concern.

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**Ticket: # 571892 - Data Usage Limit**

**Date:** 10/5/2015 9:43:38 PM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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## **Description**

This limit is ridiculous that Comcasst is imposing. 250gb a month is obscenely low in today's world with the amount of things that happen online. I have 2 people living in this household and we used 450gb or more last month alone. Do you expect me to pay an additional 40 dollars a month or more because of the ludicrously low data limit. There should be no limit what-so-ever. I am already paying for your services and countless other services and I should not be penalized for using it.

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[Ticket: # 571973 - Centurylink throttling youtube](#)

**Date:** 10/5/2015 10:48:54 PM

**City/State/Zip:** Duluth, Minnesota 55804

**Company Complaining About:** Centurylink

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## **Description**

I took a screenshot of the connection speed to the current video I was watching while simultaneously running a speed test. I have more than enough bandwidth to stream HD and yet I'm failing to do so.

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[Ticket: # 572016 - Comcast Setting my cap limits at 300gb is wrong](#)

**Date:** 10/6/2015 12:31:17 AM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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### **Description**

Comcast is committing fraud against Net Neutrality and by putting these 300gb caps has become king over what content is allowed/not allowed. They suddenly switched my plan without my authorization and will be charging \$10 extra for each 50gb we go over the 300gb. This is ridiculous. Please help. They also keep increasing my bill monthly and keep charging me for a modem rental which does not exist. I returned the modem rented months ago and have since bought my own. I have called multiple times and still no changes on my bill. I'm very frustrated. Thank you for reading.

---

**Ticket: # 572266 - Hughesnet Internet Service**

**Date:** 10/6/2015 10:21:14 AM

**City/State/Zip:** Sylva, North Carolina 28779

**Company Complaining About:** Hughes Net

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## **Description**

We live in a rural area in Western North Carolina where there is no cable or other conveniences. Our Internet service is Hughesnet and it is a total rip off. They give 10GB of service during normal hours, and to give you the appearance that you are getting more they give you 15 GB between 2:00 AM and 8:00 am. Every month my wife and I run out 2/3 of the way through the month and the service is so slow we might as well not have it. They should be required to provide access to the bonus since it is also being paid for, but they refuse. We are retired and living on Social Security and can't afford the others. Why are they allowed to give you something you can't use and then by implication give you 25 GB to use. Would you stay up until 2:00 in the morning to use your internet? Something needs to be done about all of the gimmicks out there.

---

[Ticket: # 572278 - Data usage and cap, lack of records at the provider level.](#)

**Date:** 10/6/2015 10:31:29 AM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

We have Comcast as our internet provider. on the average the household uses between 150gigs per month. Sept 2015 our usage according to Comcast spiked to 330gigs. They will not provide ant break down of our usage, they claim to not have that available...how do they know what our usage is if they don't keep records? We have not changed our usage pattern, in fact the month of Sept includes a week of vacation...we were not home. As the monopoly for cable-tv and internet service they should be able to detail our hose hold usage on a daily basis. Not asking for content just daily data totals to verify our bill.

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[Ticket: # 572427 - Comcast Internet \(lack of access\)](#)

**Date:** 10/6/2015 11:28:21 AM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Comcast

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## **Description**

Comcast is demanding that I pay a subscription fee to access applications and their content through my streaming players that are connected through Comcast Internet. I pay for the internet and modem rental. Access to the internet and the content available should be independent and free from restrictions in the interests of other services. Right now it is a football game or a show. Tomorrow it will be books or articles that are contradictory to Comcast's or any other "provider's" interests. These few companies hold WAY too much power over consumers.

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[Ticket: # 572780 - Feud against Verizon cell phone bill](#)

**Date:** 10/6/2015 1:14:31 PM

**City/State/Zip:** Eagle Butte, South Dakota 57625

**Company Complaining About:** AT&T

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### **Description**

I recently called Verizon on 9/10/2015 to discuss data usage/per wrong amount and overcharged my phone bill/not current cellular plan. They would transfer me to their financial department but would not listen to my complaint. The amount is \$210.00 for data , balance \$266.76, and they want to charge me for switching to ATT&T \$190.00. This was not my plan.

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**Ticket: # 572811 - Comcast overage Data Charge**

**Date:** 10/6/2015 1:22:45 PM

**City/State/Zip:** Hinesville, Georgia 31313

**Company Complaining About:** Comcast

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### **Description**

Comcast has informed me that they are charging me for exceeding their 300GB data limit. This is not a policy that a Public Utility should be allowed to impement. There is no other provider in my area that I can switch to, Comcast has a monopoly and they are exploiting people.

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[Ticket: # 573071 - Net Neutrality complaint](#)

**Date:** 10/6/2015 2:34:05 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** Comcast

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### **Description**

Comcast sent me a letter changing the terms of our agreement. They are limiting our unlimited internet account.

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**Ticket: # 573160 - unwanted text and inbox messages**

**Date:** 10/6/2015 2:53:51 PM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Boost Mobile

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## **Description**

(b) (6) continues to harass and contact me via messenger on facebook and telephone.

These are unwanted , I do not know (b) (6) personally and want her to refrain from

harassment. Her Birthdate is (b) (6) and works at (b) (6)

(b) (6)

This is all of the information that I could find out .

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**Ticket: # 573182 - Comcast Internet Bait and Switch****Date:** 10/6/2015 2:59:53 PM**City/State/Zip:** Miami, Florida 33186**Company Complaining About:** Comcast

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**Description**

I agreed to a contract for 1 year of internet service and agree to all terms, including unlimited data bandwidth. Last month, Comcast sent me an email warning me that they will start capping data bandwidth at 300GB, and will charge me \$10 for 50GB blocks of data that me and my family require. Not only that, they offered to sell me an "upgraded" unlimited plan for "only" \$30 per month. That is crazy I already agreed to that plan...! That is a 77% increase to what I already agreed to (39.99/month, 59.99/month after 1 year)

This is a classic bait and switch, I don't care if they buried some clause within the mountains of text that is the agreement, stating they can change terms of contract. This is an abuse. I have a large family that uses on average 500+GB of data per month. If these terms were given to me before I signed the contract, I would have thought twice about. This just can't be legal.

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[Ticket: # 582755 - Comcast internet cap](#)

**Date:** 10/10/2015 1:20:37 PM

**City/State/Zip:** Hollywood, Florida 33023

**Company Complaining About:** Comcast

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### **Description**

Concerning of the outrages over billing of Comcast due to their new internet data trials which cap usage of Internet. Not fair or a reasonable act.

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**Ticket: # 575192 - Comcast Internet Throttling****Date:** 10/7/2015 11:25:32 AM**City/State/Zip:** East Montpelier, Vermont 05651**Company Complaining About:** Comcast

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**Description**

I am a Comcast internet customer paying for BLAST service or 150 mbps. Speeds fluctuate because of heavy traffic and I understand that. But as a photographer uploading images to customers, I see unreasonable speed changes. If I do a speed test using Comcasts tool my slow speeds immediately jump to normal. Examples: Today I had 3 GB of images to send. Estimated time was 265 minutes. - speed test - 84 minutes. I have Direct TV. When using On Demand which requires internet I frequently get 1.5mbps and a notice that the movie can not show because the speed is too slow. If I do a Comcast speed test it immediately jumps to reasonable speeds for viewing. Same with Apple TV. Spinning buffering wheel - speed test - all is fine. Uploading images to PhotoShelter - slow - speed test - fast speed returns. This happens every day. It is not scientific but very suspicious that slow speeds increase to fast speeds routinely after doing a Comcast speed test. They of course deny this and say it's just a coincidence. I have used this technique with others in their homes with the same result.

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**Ticket: # 575391 - I have a issue with AT&T**

**Date:** 10/7/2015 12:08:39 PM

**City/State/Zip:** Houston, Texas 77081

**Company Complaining About:** AT&T

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## **Description**

I'm trying to get the service with this company long time ago (1 month) ant they just saying that they will send me a tech so install my service, but when the tech com in to my house he said that i don't have signal for that service. I call customer service and they said that they gonna try fo fix the issue in 3 days, the 3 days pass and i receive a call for the customer service and they said that the issue its fix, they schedule me a appointment with the tech when he arrive in to my apt they said that the issue it not fix yet. I call customer service AGAIN and they told me that the Engineering guys are trying to fix the problem that its gonna take 3 days, again the customer guy call me telling me that the problem is fix and they send me a tech to install my service and again the tech said that the problem is not fix. ONE MONTH pass with the same issue and i call 10/06/2015 because i receive a call saying that the tech was outside of my door and hes trying to install my service but guess what no body was outside because he make a ticket saying that he have the same problem installing my service so i call again and the customer service told me that i need to wait ONE MONTH more so i can get my service in to my apt. So i have to wait 2 month for my service and they are calling me saying that the problem i fix already so they gonna send a tech in to my apt, Also when i call customer service the lady that answer my call said SR.WE DON'T CARE ABOUT YOUR BUSINESS IF YOU WANT YOU CAN CHOOSE ANOTHER COMPANY. like seriously i'm a customer.

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Ticket: # 575396 - We have verizon home fusion broadband internet service. it's been over a month that we have no service. I have called customer service many times an

**Date:** 10/7/2015 12:11:07 PM

**City/State/Zip:** Eighty Four, Pennsylvania 15330

**Company Complaining About:** Verizon Wireless

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## Description

We have verizon home fusion broadband internet service which has been disabled for over a month. I have called customer service many times and am told they are having an outage with no completion date. Could you look into this problem. I need to know if I should look for internet service elsewhere.

Thank you. (b) (6)

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**Ticket: # 575696 - Comcast data cap "trial"**

**Date:** 10/7/2015 1:42:56 PM

**City/State/Zip:** Tamarac, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

Good afternoon,

I implore you to investigate and put a stop to these "data usage trials" that Comcast is conducting, which have now spread to several more markets, including mine in South Florida. This in my opinion is a violation of Net Neutrality and completely unfair.

I am constantly reading about the wide availability of high speed internet at a fair price in many other countries, yet here, this is what many of us are forced to deal with. Please do something to put a stop to this blatant consumer gouging.

Thank you for your time.

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[Ticket: # 575699 - Comcast new data cap policy](#)

**Date:** 10/7/2015 1:43:37 PM

**City/State/Zip:** Sunrise, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

I received a notification recently that Comcast is planning to put a ceiling on the amount and quality of the content that I consume online. They are imposing me a strict 300Gb cap to my internet connection service, restricting the type of content that I can watch today. Also, they are offering to restore my previous unlimited service and not cap my connection if I pay them an additional \$30.00 on top of what I'm paying today. This move amounts to an unfair practice against consumers like me and I want to formally file a complaint as this is not the service I originally signed up for and something that threatens my choice to use the Internet freely to consume what I want, and to the openness of the web.

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**Ticket: # 575737 - Cant get service after 3 appointments**

**Date:** 10/7/2015 1:48:55 PM

**City/State/Zip:** Austell, Georgia 30106

**Company Complaining About:** Comcast

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### **Description**

I had 2 previous appointment with no show and I took two day off work for them. I have one for today between 7:00 am and 12:00 pm. I took another day off for this appointment, at 11:00 pm nobody shows up so i called them. I was promised to get a technician coming to fix the line as no install is required today by a supervisor named (b) (6). I got a call back with an appointment for the 10th which is Saturday. I cannot take another day off. I feel like Comcast should compensate me for my missing days and wasting my time. They are unreliable unprofessional and incompetent. I need you to look into this and handle the situation for me.

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**Ticket: # 576589 - Comcast data caps**

**Date:** 10/7/2015 5:13:56 PM

**City/State/Zip:** Wellington, Florida 33414

**Company Complaining About:** Comcast

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## **Description**

I wanted to voice my opinion on this. This shouldn't be a thing, or at the very least the cap should be MUCH higher than 250 gb a month. We're living in 2015. Pretty soon all media will take the digital form. If you want to buy music, movies, or video games you will have to download/stream them. One video game can be as big as 50 gigabytes.

Comcasting isn't issuing these datacaps because of "stress" on the network .They're doing it for pure profit, which is fine. They are a company. However they hold a monopoly on their internet. They've used government subsidiaries to build their network and they are among many that realize the trend of how media is transforming from cable access to internet. I feel that it is an abuse to limit customer bandwidth and I just wanted to be one voice (among many I'm sure) against it.

I don't need to be contacted as I am not in the country at the moment. Thank you.

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**Ticket: # 576968 - open internet**

**Date:** 10/7/2015 7:28:37 PM

**City/State/Zip:** Miami, Florida 33155

**Company Complaining About:** Comcast

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## **Description**

In a letter we received today from Comcast we were informed that our data usage is not capped at 300 GB a month.

I teach math full time at the University of Miami, handling over 100 students per semester. Much of the communication with students, all the record keeping and some of the teaching involves internet usage.

My children take online college courses, some for credit others out of interest; all their online course material include video lectures.

All these activities combined with moderate amount of video streaming (YouTube, Netflix) use more than 300 GB a month.

Comcast's cap will seriously disrupt our educational activities unless we pay more than the already outrageously high monthly fee.

We all know that Comcast's goal is to limit their customers in using video streaming services (Netflix, Hulu, Amazon) that cut into their profits and to create a monopoly, which is illegal.

At the same time however they also hurt people who use the internet for educational purposes.

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[Ticket: # 577156 - Comcasts new Meters in Miami/fort lauderdale/ keys.](#)

**Date:** 10/7/2015 9:03:04 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

The new meter caps which we were not informed about in relevant manner other then the comcast email which I have not checked for years as it is unknown if it is saying and is down more times then not. But that is not my real complaint my complaint is that the 300gb meter which we are lead to believe should last for a month was gone in 7 days. And now I have to pay 30 dollars more to have the same service I've had for the last year.

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[Ticket: # 577187 - I believe Verizon is breaching net neutrality](#)

**Date:** 10/7/2015 9:16:26 PM

**City/State/Zip:** Oakdale, California 95361

**Company Complaining About:** Verizon Wireless

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## **Description**

I wish to tether my computer to my phone so i may use the data off my phone on my computer to get schoolwork done. Android phones have native support for that tethering feature but Verizon puts it behind a paywall. This means I cannot use my data the way I see fit unless I pay Verizon to allow it. This is a breach of net neutrality as I reserve the right to use my data I payed for in any way I choose without the carrier's intervention. I payed for the data so it is mine and I should be allowed to use it on my computer without paying an extra fee. Thank you for your time.

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**Ticket: # 577522 - Comcast Data usage****Date:** 10/8/2015 8:32:19 AM**City/State/Zip:** Homestead, Florida 33032**Company Complaining About:** Comcast

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**Description**Acct # (b) (6) 

I was put on a data usage trail this month, WITHOUT MY KNOWLEDGE. I called to talk about data plan. I was told that within 8 days I exceed my 300 GB. They told me that I would have 3 months before they charged \$10/50 GB. They said that I would have to pay 30 more on top of my regular bill to be on the unlimited plan. This is unfair and unjust. There is no option to get out of the trails. It's only a matter of time before it becomes nationwide. The Customer service rep told me that this change was to give the customer better service. This is outrageous. I feel that I am being punished for using the internet. The Rep put me on hold while trying to find more information. He then inform me that I would be changed this month and I would have to be transfer in order to correct this. When I asked for a reference number I was told that it was unnecessary. Comcast is not the only ISP provider that is doing these changes. I am left with little options to pick from. If google fiber ever comes to the homestead I will be switching. Internet should be free for anyone to use. I have a household of 5 adults that all work, study and play online. Total data usage anywhere between 700 GB - 1 TB. The 2nd rep said that I would not be paying for this month. And gave me a little run around. Told me that I would have to move to get out of the data plan. The 2nd rep told me that i would have a data "allowance". My speeds will not slow down, i would just be charged. I was told that Comcast has the right to change their policy at any given time without notice. He then put me in Que for the billing department. I had to wait a while then the called "dropped".

What I want: Not to be charged/punished for my usage. The Internet should be open and free. Not limited and denied to those who can't afford it.

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**Ticket: # 577738 - Comcast caps**

**Date:** 10/8/2015 10:04:07 AM

**City/State/Zip:** Miramar, Florida 33029

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast recently decided to cap our internet service. We have 4 individuals in our household who use the internet daily and staying under the 300 GB will not be possible. We have reviewed our usage for the last 3 months and it has gone beyond the 300 GB threshold. We are unable to afford higher fees as is so getting there unlimited plan is not at all feasible. Also, we live in an area where internet service are difficult to obtain. Please assist in making this illegal and having net neutrality for all.

Thank you.

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**Ticket: # 578057 - Viacom blocks Suddenlink users from viewing free content**

**Date:** 10/8/2015 11:53:19 AM

**City/State/Zip:** Parkersburg, West Virginia 26101

**Company Complaining About:** Sudden Link

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## **Description**

Viacom blocks all users of Suddenlink cable internet from viewing any of their video content (Comedy Central, Nickelodeon, etc) online. This content is freely available to all other internet users without having to log in or subscribe to anything. This is an act of corporate retaliation because last year Suddenlink dropped 24 Viacom cable channels after failing to reach a renewal agreement. This is a clear violation of the principles of net neutrality. Suddenlink customers are being unethically and unlawfully targeted and blocked by Viacom.

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**Ticket: # 579424 - facebook scam**

**Date:** 10/8/2015 6:06:21 PM

**City/State/Zip:** Columbia, South Carolina 29205

**Company Complaining About:** Time Warner

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## **Description**

Received a Facebook message from someone about getting a grant from (b) (6). When asked how to get the grant it was said that one would have to pay an dollar amount to receive anything. The Facebook account is (b) (6). He sais that this is a government grant.

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**Ticket: # 579440 - Formal complaint regarding internet caps and monopolistic pricing**

**Date:** 10/8/2015 6:11:05 PM

**City/State/Zip:** Cranberry Twp., Pennsylvania 16066

**Company Complaining About:** Armstrong Cable

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## **Description**

Hello, (This letter is also attached as a .doc file)

I recently went through the complaint process in hopes that Armstrong Cable would see that their service is overpriced, but remain this way due to no competition. Please file this as a formal complaint to Armstrong Cable's unethical business practices.

The primary issues that I would like investigated/addressed are:

Bandwidth Limits/Caps/Allowances

Monopolistic pricing – No competitors have access to the area

### **\*\*Caps\*\***

Bandwidth caps are in place for extra revenue. As a cable "cord cutter" myself, I have chosen NOT to pay the ridiculous price of cable. In turn, the punishment is a bandwidth "allowance". These caps are designed by Armstrong to intentionally hurt competition such as Netflix, Amazon Prime Video, etc.

Per Netflix's FAQ section, (<https://help.netflix.com/en/node/87>), 1 hour of streaming HD can encompass up to 3gb per hour. Ultra HD (4K) can use up to 7GB an hour. This is all in addition to the multiple phones, an iPad, and PC's connected.

In Armstrong's open internet policy, it states "Excessive usage negatively impacts the Service(s) provided to you and to other customers and creates a costly burden on the network, especially during peak hours." (<http://armstrongonewire.com/policies/openinternetpolicy.pdf>)

This statement has been nullified by former FCC chair Michael Powell.

(<http://www.broadcastingcable.com/news/washington/nctas-powell-usage-based-pricing-about-fairness-not-capacity/61022>). If they are unable to properly run their networks, they should move aside and allow other companies the right of way.

Armstrong states that average household data usage is 69gb a month. I believe this information is outdated and intentionally misfocused. (Please see attached screenshot of my data usage)

### **\*\*Pricing\*\***

Armstrong referenced that I am on a promotional rate of \$40.95 a month, this is only valid for 6 months. It then it rises to \$89.95. Please see prices below. Armstrong is NOT providing competitive pricing, as they are the only option for broadband internet in my area. (A monopoly)

Plan: 75Mbps down/5Mbps up ((b) (6) )

Cost: \$89.95/month

Plan: 150Mbps down/10Mbps up (<http://www.xfinity.com/internet-service.html>)

Cost: \$78.95/month

Comcast, as an example, has double the speed for \$11 less a month.

**\*\*In conclusion\*\***

My family utilizes multiple streaming media devices (2-3 at a time) to provide movies, tv shows, and other streaming media (music, youtube, etc). These devices utilize HD content. Because I chose not to pay the ridiculous cost of the cable services (another place Comcast crushes pricing), we are being punished by additional fees on top of the high cost that we are already paying.

Thank you for your consideration,

(b) (6)

[Redacted]

[Redacted]

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**Ticket: # 579453 - Comcast's forced -\$30.00 Data Cap**

**Date:** 10/8/2015 6:13:00 PM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

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## **Description**

I'm a college student relocating from Miami to Athens, GA in less than a week from now.

I'm also the primary account holder for the Comcast internet service within my household.

I've been paying \$39.99 /month and now I'll be paying a MINIMUM of -\$69.99 /month for the same exact service... with no improvements or extras.

I depend on the Internet to support my livelihood, and my mother is becoming a Travel Agent. My 5 year old brother streams all of his content..

The fact that I'm going to be paying nearly DOUBLE the cost for internet I won't even be around to use is just criminal...

There aren't any other ISP's available at this address, so I have no other options.

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**Ticket: # 580000 - Comcast throttling of speeds****Date:** 10/8/2015 11:49:01 PM**City/State/Zip:** San Jose, California 95134**Company Complaining About:** Comcast

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**Description**

I've tested my Comcast speed against two different servers on Speedtest.com. The San Jose, CA server gives me the full promised speed (150 mbps+) from Comcast. Whereas, the newer server in Fremont gives me only 1/6th of the speed I'm paying for (~25 mbps). And this happens consistently and have happened since the beginning of September. To make sure it's not the Fremont, CA server is not the bottle neck, I've tested the speed against the same two servers from work (in Sunnyvale, CA), and they both report similar speeds that exceeds my home connection's speed. This suggests to me that the Fremont, CA server is more than capable of handling the traffic and it's Comcast that is preventing the full speed from occurring when connecting to that network. And they are deliberately creating more bandwidth availability to the more well know speed test server in San Jose, CA. Please also keep in mind that all of these locations are fairly close geographically, so they should provide similar speeds.

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**Ticket: # 580060 - Internet throttling and data caps**

**Date:** 10/9/2015 1:22:06 AM

**City/State/Zip:** Kingwood, Texas 77339

**Company Complaining About:** Sudden Link

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## **Description**

I have noticed that my internet connection speed will change for no apparent reason when I am transferring a high amount of data, e.g. downloading a game. I also pay for one of the fastest speeds (50Mbps) Suddenlink communications offers, which is never consistent and also capped at 250GB. I am downloading a BETA version of an Origin game and it is 10GB, which is 4% of my monthly allotment. It is asinine that Suddenlink wants me to believe that the Internet is somehow akin to plumbing and there's only just so much pipe. I would gladly switch to another provider but they are the only provider in my area.

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**Ticket: # 580069 - Verizon Unlimited Data Plan****Date:** 10/9/2015 1:47:50 AM**City/State/Zip:** Martinez, California 94553**Company Complaining About:** Verizon Wireless

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**Description**

It's been reported in the news that Verizon is planning on upping our grandfathered unlimited data plans from \$29.99 to \$50. There is no reason for this raise in price other than greed and wanting to push people off plans. When I was offered and accepted the plan I was told that I would keep that data price for "As long as I was a verizon" customer with a smartphone. They have already done numerous "fees" and other tax's that allow them to raise the bill monthly without any consequences. Also I view this the same as limiting internet access and revoking it from some customers that can't afford the extra money per month on an essential part of modern life.

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**Ticket: # 580109 - Bandwidth usage and monopoly**

**Date:** 10/9/2015 6:32:09 AM

**City/State/Zip:** Alverton, Pennsylvania 15612

**Company Complaining About:** Armstrong

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## **Description**

In my area you have no option for any other of the bigger cable/ internet companies other than Armstrong. They also place a bandwidth usage on your account that if you go over you are charged for every 50 gigabyte. I don't have cable so using streaming service or playing video games eats at that bandwidth. No other company around here does that.

With all the new technology and the way streaming services and wireless abilities available this is placing a strain on financial stress. Is there something that can be done?

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[Ticket: # 580113 - Verizon increasing the cost of legacy unlimited data plans.](#)

**Date:** 10/9/2015 6:51:01 AM

**City/State/Zip:** Saratoga Springs, New York 12866

**Company Complaining About:** Verizon Wireless

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## **Description**

I have been a Verizon customer for years and now they are increasing the cost of unlimited data plans. Since my family has 4 lines this will in effect cause me to have an increase of 80 dollars a month, I feel that that this constitutes an unjust increase without any additional benefits of service.

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**Ticket: # 580136 - Google Removes Page View, Illegal Suspensions and Contract Fraud**

**Date:** 10/9/2015 8:03:19 AM

**City/State/Zip:** Tacoma, Washington, Washington 98404

**Company Complaining About:** Google

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**Description**

Joined Youtube 2008 and offered partnership in which Google does not comply with and when I tried to request payments was falsely illegally suspended from page since 2013 asked to sign another illegal contract emailed on Apr 04/02/15 10:44 PM which I have a copy of: violations of <https://www.youtube.com/t/terms> original content laws only apply to certain members why? Would like full investigation of Google conflicts of interest removing views on pages, denying accounts payment, complaints filed ignored, no formal policies procedures to receive payment as partners and when you try to they suspend accounts so they don't have to fill contracts and still use advertising on accounts. As of 10/9/15 denied access to payment and account illegally by Google and many others.

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[Ticket: # 580142 - Comcast and Data caps](#)

**Date:** 10/9/2015 8:12:36 AM

**City/State/Zip:** Lauderdale Lakes, Florida 33309

**Company Complaining About:** Comcast

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### **Description**

They are attempting to charge impose data limits on my area, and charge us extra money to have the data limit lifted. This isn't fair. Its household internet, not a cell phone.

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**Ticket: # 580153 - Time Warner Cable Throttling**

**Date:** 10/9/2015 8:18:33 AM

**City/State/Zip:** Nederland, Texas 77627

**Company Complaining About:** Time Warner

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## **Description**

I have noticed my internet speed dropping on certain sites from around 6:00pm to 1:00 am. Out of curiosity I loaded a vpn to see if it was just web traffic. However, I was surprised when videos on streaming sites returned to loading normally with the vpn active. Speeds also return to normal at 1:00 am on the dot.

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[Ticket: # 580173 - Comcast/Xfinity: Capping My Data and Charging For What I Already Have...](#)

**Date:** 10/9/2015 8:36:04 AM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

To try and force me to pay for the unlimited data plan I currently have is an atrocity and just plain corporate greed. Please look into this and disallow this move by this internet provider. (letter from provider attached)

Best regards,

(b) (6)

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[Ticket: # 580174 - Recently enforced Comcast data caps of 300gb](#)

**Date:** 10/9/2015 8:36:04 AM

**City/State/Zip:** Miami, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

After years of service, comcast has recently enforced limits on our connections beyond which additional charges will incur. This is an action of financial greed taking advantage of their dominance in the selected areas. This is a matter of net neutrality which has started month and years ago with their ongoing battle with content providers like netflix. They are gradually ramping up their revenue by first charging the content providers claiming that otherwise they would have to charge the customers. After this was successfully completed they turned on to their customers right on the onset of a more fundamental shift to more online content distribution since more providers chose to offer this is a means of content pushing.

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**Ticket: # 580561 - Data Caps undermine consumer choice**

**Date:** 10/9/2015 11:40:29 AM

**City/State/Zip:** Northport, Alabama 35473

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed data limits for our area and with a cap of 300Gb per month. We originally signed up with Comcast over 15 years ago and were never given limits on our chosen package. How is it legal that they can change our plan with out our knowledge? Comcast is blatantly trying to undermine our choice to stream content from alternative providers like Netflix and AppleTV by imposing these caps. Comparable content on demand from Comcast is does not impact your data usage, but streaming from any other service does. When with the FCC finally wake up and protect consumers from the local monopolies these cable companies have established? They undermine all competition in local markets and now they are undermining streaming options. This a blatant violation of Net Neutrality laws.

---

**Ticket: # 580794 - Consumer complaint with only available cable/internet provider**

**Date:** 10/9/2015 12:56:38 PM

**City/State/Zip:** Lewes, Delaware 19958

**Company Complaining About:** Comcast

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## **Description**

The cable/internet service we receive from the only area provider is sub par and not acceptable to meet the quality of the monthly charge. There is not other provider, so we have no choice but to pay the prices and accept the poor service. The internet connection is slow even though we have had the provider to the residence to check it - no remedy has been put in place to improve the connection. If more than one device attempts to use the internet, the connection becomes far worse - video streaming is not possible at times and will not load to the devices or the television (Netflix, Amazon Prime, YouTube, etc). The cable boxes freeze often, and we are forced to call the provider for a reset with long holds or extended phone conversations to diagnose the problem. There are usually no explainable problems - just poor internet quality by the provider. VPN connections are frequently disconnected and dropped when working from home - it is not at all reliable. We rely on the internet for work purposes several times a week and it is not acceptable to wonder if the connection will work or be able to be maintained throughout the day. This is the only provider in the area, so we are forced to use it and pay their prices.

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[Ticket: # 581077 - Comcast Data Caps are Anti-consumer](#)

**Date:** 10/9/2015 2:10:59 PM

**City/State/Zip:** Pembroke Pines, Florida 33025

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer I am now subject to a data transfer limit of 300 GB. This is easy to surpass without much effort, as I am a Network Manager and have several VPN's constantly running. In addition to that I stream netflix, and constantly download games and Linux iso's.

This is Price Gouging!

I have too few options for high speed internet...

Comcast and AT&T have a monopoly on consumer internet.....

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[Ticket: # 581743 - Verizon wireless phone bill increase](#)

**Date:** 10/9/2015 5:29:45 PM

**City/State/Zip:** Plano, Texas 75093

**Company Complaining About:** Verizon Wireless

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### **Description**

I have not subsidized or asked Verizon to pay for my phone. I have been paying \$120+ per month much higher than they claim for tiered data plans, to keep my unlimited data plan. Now they want to increase cost of my plan another \$20 for individual user NOT for corporate use. This is unfair and unjustified. Please help.

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**Ticket: # 581971 - Comcast data usage**

**Date:** 10/9/2015 6:57:10 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

Comcast is shooting out their 300 gigabyte data usage too areas and it is simply unfair as someone who pays a large sum of cash to a company i expect to be able to freely roam the internet without having to pay an extra 10 dollars every 50 gb extra I use . Their excuse for this issue is that they are getting too much flooding on their data servers which i find completely wrong it goes against most things. The only way to opt out of the data usage plan is to pay for their 300 dollars a month internet which is a great speed don't get me wrong but i simply do not have the money to toss around like that its quite obvious Comcast is a monopoly and they are trying to steal every last penny they can from their customers .

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**Ticket: # 581990 - Blocking Access To Internet For an Application****Date:** 10/9/2015 7:08:47 PM**City/State/Zip:** Yelm, Washington 98597**Company Complaining About:** Verizon Wireless

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**Description**

I filed a complaint last month. On Sept 25 I received a call from Verizon stating that someone named Greg (I don't remember his last name) would call me on Monday Sept 28. No call was made on that date. On Tuesday Sept 29 I received another call from Verizon Executive Office stating that someone was preparing a written response to the FCC and that I would receive a copy of that response. As of today I have not heard anything else from Verizon. My complaint centered on an application that all other carriers are allowing except Verizon. The application is called Samsung Pay and differs from other systems such as Apple and Android Pay. Samsung Pay uses both the NFC method for payment and also MST. This application was installed on all recent Samsung Galaxy Flagship phones (S6, S6 edge, S6 edge+ and the Note 5). I purchased a Note 5 and after buying I found out that Verizon was not supporting Samsung Pay and had deleted it from these phones.

Again I have not received a response from Verizon as of this date. In reading various forums, people that filed complaints after me have received some sort of response from Verizon, but I have not.

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**Ticket: # 582133 - CALM Act and Hulu**

**Date:** 10/9/2015 8:53:48 PM

**City/State/Zip:** Liverpool, New York 13088

**Company Complaining About:** Hulu

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## **Description**

I am aware that Hulu is except from the CALM Act. However, I am filing this message to condemn their business practices that appear to bypass the paid prioritization regulations of net neutrality. Hulu Plus steaming has advertisements, which can be accepted as a service of the company. However, the volume on these ads are excessively high compared to the audio of the video. However, the ads can be fully bypassed by paying for a service. This is akin to other paid prioritization problems that other internet providers have been banned from. How is it that a cable provider can be banned from doing this, but an internet company cannot. I am hoping that there is something the FCC can do, and if this is not the right venue, to please forward this to any appropriate agency. If we are all about net neutrality, paid prioritization should apply equally to both the internet provider and the companies on the internet. Why is it that Hulu can, "...prioritiz[e] content and services of their affiliates..." and not be "...banned from..." doing so like ISPs?

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**Ticket: # 582295 - Comcast's Data Usage Limit Trial****Date:** 10/10/2015 12:00:13 AM**City/State/Zip:** Berwick, Maine 03901**Company Complaining About:** Comcast

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**Description**

I am very displeased by the data usage limit trial that Comcast has forced on me. I reached their "limit" in just over a week just from using Netflix and some browsing on my phone. I would switch to another internet provider in a heartbeat if it weren't for the fact that Comcast has a monopoly where I live. The most frustrating part is that the limit is a "trial" that not everyone is suffering through. There are still tons of people happily using as much of their Internet (which we pay the same base price for) as they want without worrying about paying an extra \$10 for every 50GB they go over. This trial should be optional, not forced on unwilling participants.

The fact of the matter is that the data usage limit is simply a scheme for Comcast to make more money. They claim that it's purpose is to help low data users to save money, but apparently there is only one option to save a measley \$5 if you can stay under 5GB. Not only is that a minuscule amount of data, but it's a minuscule amount of "savings" for a very small minority of people who might be able to use it. Especially when compared to the overage charges that Comcast is sure to be raking in.

Comcast should not be allowed to charge me for what many others customers are getting for free (unlimited data). Also, Comcast should not be able to take their data usage limit nationwide when it does absolutely nothing to benefit their customers.

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[Ticket: # 582331 - Comcast capped your upload speed even if you upgrade.](#)

**Date:** 10/10/2015 12:51:20 AM

**City/State/Zip:** Rock Falls, Illinois 61071

**Company Complaining About:** Comcast

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### **Description**

Comcast claimed that if I upgrade internet speed like from 10 mbps to 75 mbps. So, I processed to upgrade my internet speed and my download speed was gain but upload speed was stay same 10 mbps. I think every customer should earn balanced Download/Upload.

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**Ticket: # 582616 - Comcast Customer Service and Policies****Date:** 10/10/2015 11:58:32 AM**City/State/Zip:** Sunrise, Florida 33323**Company Complaining About:** Comcast

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**Description**

We received an email that Comcast would be changing everyone from unlimited data to 300 gb a month and if we want the unlimited that we originally signed up for a few months ago, we have to pay an additional \$30 a month on top of our bill. My husband has spent two hours on the phone with them about this only to be transferred around and have tier 2 level managers refuse to let him talk to anyone higher up although he has repeatedly requested it. Several have said that they "run the store" in an attempt to stop him from asking for a higher manager (how many managers can be in sole charge of this one store?). This is one of several issues we have had with them. We signed up for a promotional price online when we first started. For two months, they charged us almost double the amount. The first month we called, they just removed some of our services to lower the price. Finally, the second month when we became aware of this, they finally replaced the services and gave us the appropriate credits for our overpayment. We overpaid so that it didn't affect our service or credit. Now into our fourth month, we are having this internet issue. People are rude and are refusing to transfer us to higher management or give us numbers of higher managers that we can contact. Flat out refusal. They are telling us that they can't do anything, we can't talk to anyone and there is nothing we can do about it. When we tried to get transferred to the department to end our service, they told us no and transferred us to another department we had already previously spoken to. We had Comcast in the past and left because of the rudeness of the people that work there. When we saw this promotion and read that the customer service issues had been addressed, we decided to give them a second chance. I can see now that it was a mistake. They won't fix the issue, they won't let us talk to anyone higher about it and they won't let us cancel our service.

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[Ticket: # 582750 - Comcast Caps](#)

**Date:** 10/10/2015 1:16:38 PM

**City/State/Zip:** Miami, Florida 33155

**Company Complaining About:** Comcast

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### **Description**

I am complaining about Comcast's recent move to cap Internet volume, purely as a business decision, with no basis in technological requirements.

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[Ticket: # 583327 - HBO GO restricted with Comcast](#)

**Date:** 10/11/2015 12:29:15 AM

**City/State/Zip:** Bloomfield Hills, Michigan 48302

**Company Complaining About:** Comcast

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## **Description**

I cannot access HBO GO on my PS3 with Comcast

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[Ticket: # 583602 - Comcast Internet Cap](#)

**Date:** 10/11/2015 1:42:40 PM

**City/State/Zip:** Hialeah, Florida 33016

**Company Complaining About:** Comcast

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## **Description**

Comcast is limiting the amount of data we can use per month and this is very upsetting. My kids use Netflix a lot and in 10 days I've used 146 GB already. I'm already limited with my cellphone carrier. I can't understand why do I need to have a limit also in my home internet service. I already pay \$80 for my Comcast cable and internet service and they're telling me that if I want my internet to be unlimited again I have to pay \$30 more. My speed is only 25 Mbps and my channel lineup are only basic channels. Please do something about this because this is not fair.

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[Ticket: # 583642 - 300gb data limit for Comcast now effecting the Miami area](#)

**Date:** 10/11/2015 2:27:37 PM

**City/State/Zip:** Miami Shores, Florida 33138

**Company Complaining About:** Comcast

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## **Description**

As I am sure you are aware of, Comcast has decided to enact its 300gb data limit on the residents of Miami and South Florida. 10 days into the month we are receiving a notice that we are almost over that limit. Comcast will then force us to pay \$10 extra for each 50gb we go over our limit to keep our service or pay an extra \$30 a month to have that limit removed. We have a contract with them for service which I believe they have violated. They are now going to charge us extra money for the service we were guaranteed to have for 2 years. I also believe this violates net neutrality and open internet is putting limits on peoples access to the internet. The extra money we have to pay out for the service we were contracted to receive will be a financial burden to us.

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[Ticket: # 583868 - Cox is limiting internet speeds](#)

**Date:** 10/11/2015 6:29:13 PM

**City/State/Zip:** Tempe, Arizona 85283

**Company Complaining About:** Cox

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## **Description**

We originally ordered the basic internet package from Cox (\$49.99) which guaranteed 50 MB per second. We were having issues with streaming at this level. Communications and packets were dropping. We upgraded to the higher level and had no further issues. This appears to be against the Net Neutrality guidelines. Cox was obviously limiting our speeds until we bought the higher package.

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[Ticket: # 584002 - Mediacom Banner popup](#)

**Date:** 10/11/2015 9:01:30 PM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** Mediacom

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## **Description**

Mediacom's blatant manipulation of my internet search is unwelcome and unwanted and amounts to surveillance of my traffic. I want it stopped.

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[Ticket: # 584027 - Comcast blocking content on Sony devices](#)

**Date:** 10/11/2015 9:37:38 PM

**City/State/Zip:** San Jose, California 95111

**Company Complaining About:** Comcast

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### **Description**

Comcast will not allow streaming service (specifically HBO go) on Sony playstation3 or Sony smart tv. I am paying for the channel, it doesn't seem right that I should have to purchase another Comcast approved device to use the service.

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**Ticket: # 584168 - Datacaps**

**Date:** 10/12/2015 12:56:45 AM

**City/State/Zip:** Redmond, Oregon 97756

**Company Complaining About:** Bend Briadband

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## **Description**

Datacaps are a way fir cable companies to maitain a monoploy on television veiwing. The frist thing they say is streaming is the problem. Now however every cable company is useing digital so its the same bandwidth as my streaming so they arent counting that towards the cap. Thus glving themselves an unfair advantage. Also the caps are laighably small, if i were to download ine program it can easily take up 1/4 to 1/2 of my cap. Then the overages are just a chance to price gouge \$1.50 per gig is insane. In a house with 4 people that use the internet on a daily basis the 200 gig cap can be reach very quickly. We know that faster cheaper internet is doable given that several other nations have better service with faster speed for less money.

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[Ticket: # 584297 - unwanted email](#)

**Date:** 10/12/2015 9:09:00 AM

**City/State/Zip:** Andover, Massachusetts 01810-2835

**Company Complaining About:** Verizon

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## **Description**

Hi, I have been trying to unsubscribe from Nutrisystem programs. When I first originally registered with the program I made it clear not to send me any email. But I've been getting tons of email. If you click to unsubscribe at their website it doesn't give you an option to do that. I sent emails to customer service, called them but it is still continuing. They slowed down for a couple of days but starts all over again. Please help us.

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[Ticket: # 584443 - Comcast abuse](#)

**Date:** 10/12/2015 10:54:58 AM

**City/State/Zip:** Miami, Florida 33128

**Company Complaining About:** Comcast

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### **Description**

I am Comcast customer since 2008 and think the new cap limit is a abuse of my rights as customer since there was no limits caps when I sign my service order.

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[Ticket: # 584638 - Comcast 300g cap](#)

**Date:** 10/12/2015 11:52:36 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

Why is this company, pretty much the only one i can go with in my area if i want to be able to work from home, being allowed to do this?

This is basically comcast being a monopoly and extorting their customers. This is garbage and shouldn't be allowed.

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[Ticket: # 584965 - Time Warner is not honoring Net Neutrality](#)

**Date:** 10/12/2015 1:30:34 PM

**City/State/Zip:** Temecula, California 92591

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable is violating "Bright Line Rules" of Open Internet. There is still different tiers of internet services with relative fees. Time Warner Cable is completely disregarding FCC's rulings on Net Neutrality. We just called their customer service line and the have never heard of the FCC's ruling on this subject. What is the FCC's current enforcement of Net Neutrality violations?

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**Ticket: # 585366 - Data Usage Caps**

**Date:** 10/12/2015 3:50:58 PM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data usage caps in my area and my business with Comcast has always been under the premise a cap would not be instituted. As a consumer my choice of broadband service is limited to only Comcast and I have no other choice available. Use of video services such as YouTube and Netflix and online video gaming with a family can easily pass their GB cap limit. Their cap limit is forcing customers to cancel their online media services or pay Comcast more money (30% rate hike) to provide them the same exact service with no innovation. Comcast is pricing the consumer out of using their video service competition, e.g. Netflix, Amazon Video, etc.

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[Ticket: # 585403 - Comcast Overage Charges -- Artificially low data cap](#)

**Date:** 10/12/2015 4:03:04 PM

**City/State/Zip:** West Memphis, Arkansas 72301

**Company Complaining About:** Comcast

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## **Description**

With 4 children, and two adults ... one who works from home. Netflix going all the time to tame the little one (3 years old) The arbitrary 300 GB cap is preposterous.... 80 Dollars in additional charges. I can get business internet for that price ! This needs to be dealt with ... yes, people are no longer buying TV anymore, and that's unfortunate for Comcast's shareholders, but as the consumer who ditched TV, the artificial caps for revenue generation is a blatant money grab.

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**Ticket: # 585690 - Data usage caps and cable companies inability to explain necessity.**

**Date:** 10/12/2015 5:50:22 PM

**City/State/Zip:** Port Saint Lucie, Florida 34986

**Company Complaining About:** Comcast

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## **Description**

Comcast has started once again to implement data usage caps or as they call them "thresholds" in my state. The problem is with content quality increasing, streaming digital media becoming a standard in most homes across America, and as content and products that are being built today consume ever growing resources, I worry that by limiting consumers access in such a manner and putting a price tag on allowing you more access via bandwidth that such a practice ultimately would render our ability to keep up with innovation, updated products, content and the information required to continue growing in this modern age, or "information age" incredibly difficult. I'm concerned with the fact that putting a price tag on what is essentially "more access" is not only unjustifiable, it's deplorable and meaningless outside of what one could say is their attempt at harvesting consumers wallets for the sake of corporate greed. If such practices are not brought into the light, and they aren't entered in the political forum via the FCC, I feel that such practices as I said above will stifle the future of innovation for the internet and consumer internet related products and media content.

The example I give is Comcast says X has a threshold of 300gb of data, X uses 300gb, Comcast says X can use more Data but it's going to cost you 10\$ for 50gb. Or X can pay 30\$ for Unlimited Data every month.

Now, the above example is actual a real world scenario via Comcast's own service and FAQ.

The additional question I would put to Comcast is if Unlimited Data is an option, why is it necessary to have a cap or again as they call it a "threshold" in the first place? Other than attempting to subdue consumers wallets for no practical or realistic reason than what I mentioned above. There is absolutely NO evidence to support any claim that it's necessary because of any technical or physical limitation, actually evidence exists to say that there is no reason for such things to exist.

I apologize if I submitted this complain under the wrong subject via your form.

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[Ticket: # 585747 - Comcast Trial data caps](#)

**Date:** 10/12/2015 6:09:34 PM

**City/State/Zip:** Miami, Florida 33129

**Company Complaining About:** Comcast

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## **Description**

I write to you in the hopes that many others have done so before me. I hope you've had so many other complaints about this issue that you are forced to take action. Working in the tech field I can only say that the actions that are being taken by ISP's are their last ditch effort to fleece the american public before we need to find alternative methods to connect with one another. I hope they can see that introducing these measures will quell innovation in the tech industry and hurt our economy overall, also to not be surprised when these actions ultimately lead to their failure as a company and service.

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[Ticket: # 586117 - DataCap plus \\$30 fee for unlimited Data](#)

**Date:** 10/12/2015 9:17:08 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast

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### **Description**

Comcast 300GB limit for data a month is ridiculous. Plus now they are asking for \$30 "insurance" for unlimited data on top of a already high cable service

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**Ticket: # 586274 - Comcast 300GB Limit**

**Date:** 10/12/2015 11:28:07 PM

**City/State/Zip:** Miami, Florida 33135

**Company Complaining About:** Comcast

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## **Description**

Comcast has now expended its 300GB internet limit "test" market to include Miami, FL. I work from home a lot and we also use the internet in my household for online schooling. In addition to this we use the internet to stream music, TV and movies. I am surprised services like Netflix and Hulu are not jumping on Comcast as I might have to limit my use and maybe even cancel one of these services to prioritize my internet usage until this Comcast's corruption is corrected. On average my household will use close to 500GB monthly. This plan is obviously not going to be enough for our need. Comcast option to charge an additional \$30.00 for unlimited internet is simply put abusive to the consumer I cannot image paying \$100.00 + for just internet service!

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**Ticket: # 586395 - Propaganda**

**Date:** 10/13/2015 7:11:11 AM

**City/State/Zip:** New York, New York 10017

**Company Complaining About:** Time Warner

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## **Description**

In a telephone conversation with their call center, we signed up with Time Warner Cable to be our ISP. Immediately after selecting the plan best suited for us, the representative told us that we are getting a great price for year one. Though after this first year of service, according to the rep, while the service provided to us by TWC will remain the same, the price will "substantially increase due to net neutrality." I get the feeling this misleading and manipulative language is in their script.

Our TWC account is under my girlfriend's name, (b) (6) We live together. Just in case FCC references the account and doesn't see my name on file with TWC.

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**Ticket: # 586818 - Google's AMP Project violates no paid priority rule**

**Date:** 10/13/2015 11:26:18 AM

**City/State/Zip:** Alexandria, Virginia 22309

**Company Complaining About:** Google

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**Description**

I write to you to express my concern about Google's Accelerated Mobile Page Project (AMP), which works to load the webpages of its third-party partners faster than others.

As you know, with the passage of the Commission's Open Internet / Net Neutrality rules, the FCC has banned paid priority agreements for both wired and wireless BIAS services. To this end, I believe the AMP Project violates this provision of the agency's rules, as well as 47 U.S.C. §§201(b) and 202(a), which together prohibit unreasonable practices, discrimination and preferences by common carriers.

Google's AMP Project makes third-party website content load faster on mobile devices. Reports indicate that "business terms" between Google and its first adopters – namely the New York Times, Vox, The Verge, BuzzFeed, and the Washington Post, among others – are being made, strongly suggesting that some form of consideration is passing between the parties. This is the hallmark of a paid priority agreement.

Such arrangements would be fine if they were agreements between "edge companies" only. But Google, through its Project Fi offering, is a common carrier / wireless BIAS provider, thus placing Google and these arrangements under the auspices of the Open Internet Order, as well as Title II of Communications Act of 1934. Quite simply, its partners' content loads significantly faster than others, clearly disadvantaging non-partner content / offerings. In doing so, the AMP Project creates an unlawful paid priority "fast lane" between the Google-owned common carrier and its favored third-party partners, contrary to the requirements of the Order.

Further, this "fast lane" arrangement runs afoul of §201(b), which prohibits unreasonable practices in connection with common carrier services; and §202(a), which bans any unreasonable discrimination in practices or services, "directly or indirectly, by any means," as well as any agreement that makes or gives "any undue or unreasonable preference or advantage to any particular person or class of persons..."

The Commission should expeditiously address these concerns, giving full and proper effect to the Commission's Open Internet Order.

Thank you.

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[Ticket: # 592348 - Cricket Wireless blocks VPN Connections](#)

**Date:** 10/15/2015 11:39:43 AM

**City/State/Zip:** Liberty, South Carolina 29657

**Company Complaining About:** Cricket

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### **Description**

I am unable to connect to a VPN server over Cricket Wireless' Data network.

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**Ticket: # 587316 - ISP Data Caps**

**Date:** 10/13/2015 1:39:23 PM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** Verizon

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### **Description**

I find it ridiculous that you stopped ISPs from charging companies more to have an internet "fast lane" but you allow them to put DATACAPS on the customer. How is this fair that I pay for a service, but then I'm hit with a fine if I go over the DATACAP. In a digital age this is unacceptable!

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**Ticket: # 587333 - Comcast exploitation of high speed internet users**

**Date:** 10/13/2015 1:42:36 PM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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## **Description**

With the addition of the 300GB/month limits on their Internet customers and charging for usage beyond that limit, they are effectively charging twice for the service. Their primary pricing mechanism is based on the speed of the connection, in my case 75mbps. However if you actually use that available bandwidth to its full potential, you can exceed your monthly usage allowance in less than 10 hours - or you can only really use 1.2% of the bandwidth you are purchasing at a sustained rate. Comcast's solution to illegal "caps" is to charge for excess usage beyond the 300G, effectively charging twice for the same service level.

Comcast claims that the majority of customers (over 90%) will not be affected by this, and their own VP of Internet Services says that its a business decision not a technical one, so why do it? To extort its existing customers who in many cases are within a monopoly when it comes to high speed internet.

Even the cell phone carriers, who do charge by usage, are not this bad - at least they don't charge by bandwidth AND usage - just usage - that bandwidth is the same for all.

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**Ticket: # 587703 - Comcast - discontinued publishing data usage for my account**

**Date:** 10/13/2015 3:18:02 PM

**City/State/Zip:** San Anselmo, California 94960

**Company Complaining About:** Comcast

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## **Description**

Since Comcast's announcement to begin charging for excess data usage in certain markets on or around 9/1/15 I have not been able to see my current or historical data usage which has always been available to me. I first noticed this on 9/6/15 and then waited until 10/9/15 to contact Comcast via phone about the problem. I was promised that the problem would be fixed under service ticket number 186785744. As of 10/13/15 the problem has not been resolved and I believe this is intentional. My sense is that I am likely not the only one with this problem and this type of behavior is consistent with Comcast's reputation as one of the worst customer service organizations in the US. They have a natural monopoly on high speed internet where I live and I would buy from any other qualified provider if one existed. I have attached a file from my account page showing you the message I am receiving about my usage meter. This message has been unchanged since I first noticed it on 9/6/15

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[Ticket: # 588217 - Comcast Data Caps](#)

**Date:** 10/13/2015 5:34:59 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Comcast capped our data after we signed a two year contract under the premise that we would have unlimited data. We were not contacted about the change, but found out via a news outlet. Since this is not technologically necessary for Comcast, we believe they're trying to take ownership of the internet for capital gains while also violating contract precedents.

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**Ticket: # 588503 - Tans Pacific Partnership**

**Date:** 10/13/2015 7:25:14 PM

**City/State/Zip:** Sellersburg, Indiana 47172

**Company Complaining About:** Comcast

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## **Description**

This document, IS TREASON. It is not constitutional to submit the UNITED STATE'S sovereignty to an outside authority. This will spell the end of the first amendment. Corporate interests have created this document, I DID NOT VOTE FOR A BUSINESS. I expect you to protect the SOVEREIGNTY and the FREEDOM the american people have fought and died for these INALIENABLE SELF EVIDENT RIGHTS

(b) (6)

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[Ticket: # 588657 - Comcast Increase in Prices](#)

**Date:** 10/13/2015 8:47:13 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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### **Description**

I am complaining regarding Comcast instituting a new policy of charging extra for certain customers to go above the 300MB arbitrary limit they have set. I have complained once before, but never received a complete answer.

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**Ticket: # 588821 - Data Caps**

**Date:** 10/13/2015 10:20:03 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

Comcast capping my data at 300GB without any alteration of contract simply to charge me 30\$ more without any option to negotiate and a termination fee if I don't agree. For two years I'm going to be stuck with a contract they altered in the name of greed.

---

**Ticket: # 588950 - Comcast Xfinity Data Usage Cap**

**Date:** 10/14/2015 1:16:52 AM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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**Description**

We were given no warning when I was browsing and I was told that I was at 90% of my internet cap.

First of all, why is there a cap to begin with when other countries, with less wealth than America, have a much better access to unlimited data? I am rightfully upset that Comcast chose to pursue this path of overcharging the customers for something that is considered essentially as a need.

Secondly, as I was searching for alternatives for internet in my area, I found out that no other major internet providers, which include ATT and CenturyLink, are available where I live so this basically monopolizes my options.

I simply don't understand why I am forced to be in this situation over something that doesn't need to be rationed. The internet is not the same as cable where I can pick and choose which channels I can watch.

This is completely unethical.

---

**Ticket: # 588967 - Comcast High-Speed Internet Data Usage Caps**

**Date:** 10/14/2015 2:25:42 AM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has recently implemented a data usage cap of 300GB per month with overage charges in my area. Normal online TV streaming in my small household continually exceeds the imposed limit. I see this as a really important issue that must be investigated as I foresee most users being greatly impacted by this change with no alternative services offered in the majority of the US.

---

[Ticket: # 589414 - text messages when I'm on do not call list](#)

**Date:** 10/14/2015 11:30:25 AM

**City/State/Zip:** Glen Allen, Virginia 23059

**Company Complaining About:** Verizon Wireless

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### **Description**

same company CONTINUES to text me after I've told them at least 5 times to stop AND I've filed a complaint with you twice now.

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[Ticket: # 589218 - Comcast data cap](#)

**Date:** 10/14/2015 10:21:15 AM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Today is the 14 of this month. While I was casually browsing the Internet on my phone I got a notification that said that 90% of my mesely 300gb of data was used up. Considering that I have not used the Internet anymore recently than in the past, I can not understand how this sort of thing was possible.

---

[Ticket: # 589955 - Internet.](#)

**Date:** 10/14/2015 1:44:26 PM

**City/State/Zip:** Jamaica, New York 11435

**Company Complaining About:** Verizon

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## **Description**

Received another router, having the same issues. A technician via telephone did not fix the problem. An appointment was set for someone to come to home.

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**Ticket: # 609282 - Unfairly Imposed 350Mb Data Cap****Date:** 10/23/2015 2:04:35 PM**City/State/Zip:** Augusta, Georgia 30809**Company Complaining About:** Comcast

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**Description**

I recently moved to the area and signed up with Comcast, not by choice as they are the ONLY service provider in my area. I have only been a customer for about a week and a half, so imagine my surprise when I see a pop-up notification from Comcast that I have used 90% of monthly 350 Mb Cap! I was never informed of this restriction, although I'm sure it's buried in the fine print of my contract, and have never been with a company that imposed usage caps. I am a cable cutter that refuses to be tied to paid tv. In my household there are an Xbox, two computers, two phones, and a Roku which I use to watch Netflix and Hulu. This usage restriction severely limits my ability to do what I want with my internet connection and am forced now to watch tv at minimum quality so as not to exceed the 350 Mb cap. And forget the crap about how this will enable Comcast to provide a more reliable network. I lived in South Korea where I enjoyed a 100 Mb up/down connection for FREE! AND if it's a move to better the experience for the "light" internet users, why then am I able to pay an additional \$30/mo for unlimited usage? This is simply a business decision made by a monopoly with the sole intent of milking more money from it's consumers while forcing them to pay for their TV services, thus squeezing out far better competitors such as Netflix. In the meantime, I am forced to abide by their rules because there is no other provider available at my location.

Oh, and one other notable issue. Shouldn't I be able to see proof of my exact data usage? You'd think! But no, they have a crappy usage indicator that provides no real or pertinent information which doesn't even load properly. Every time I try to access it I get a notification that my process cannot be processed to please try again later. At least they say please.

Net neutrality? Biggest joke ever.

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**Ticket: # 591329 - Comcast Data Caps**

**Date:** 10/14/2015 8:08:49 PM

**City/State/Zip:** Pooler, Georgia 31322

**Company Complaining About:** Comcast

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### **Description**

I currently live in the Savannah Ga area in which Comcast has implemented a 300GB for our area as a "trial". This limits the access to the Internet and the data transmitted across it. This in my opinion is in violation of the net neutrality laws.

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**Ticket: # 591366 - suspicious pop-up**

**Date:** 10/14/2015 8:22:55 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Internet Service Is Provided By The University Of Washington; I Do Not Know The Parent Company

---

## **Description**

While browsing on the internet a pop-up message appeared from "(b) (6)" telling me that "[y]our system has detected possible Suspicious Activity. Please call the toll-free number below for a Microsoft-Certified technician to help you resolve the issue: (b) (6)"

This is not a Microsoft generated message, nor is it a Microsoft phone number (I called and checked with them; I have also reported this same issue to Microsoft for their internal usage). This is blatant and obvious fraud.

I apologize if this is the incorrect place to file my complaint; there are no "pop-up spam" options on your website.

No company name was given (well, "Microsoft" was, but I know from contacting Microsoft it is not their message).

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**Ticket: # 591534 - Time Warner Cable Deceptive Practices**

**Date:** 10/14/2015 9:44:39 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** Time Warner

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**Description**

Time Warner Cable seems to be obstructing my ability to know what service I have signed up for. The actual internet speeds I am supposed to be receiving are conspicuously absent from all bills, emails, and even the online account. I have tried to find the speeds I am receiving, and they only give me a vague plan name, "Extreme". This seems problematic because I know what speeds I am trying for, but not what arbitrary naming schema falls into.

I actually called up the customer service number in the last couple of weeks and the representative was unable to actually identify what my speeds were supposed to be either. This seems like a deceptive practice used to obscure the level of service being provided to customers and prevent customers from being easily able to adjust their plans to fit what their actual usage needs are.

This is a frustrating practice to see and is a great example of why more competition is needed in the internet service market.

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**Ticket: # 591657 - Comcast Data Usage Cap**

**Date:** 10/14/2015 11:37:21 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

Its sad to say that Comcast is now looking like a bad choice in terms of Choosing an ISP. They recently implemented this data usage cap in my area and I am completely unhappy. They say that supposedly 92 percent of customers will not reach anywhere near the 300GB cap, but I guess you can say I am part of the 8 percent left that does and will pass it every month. All this is doing is making people like myself, less inclined to continue using their service, and instead switch to a different ISP that doesn't put such silly restrictions on their customers. AT&T is starting to look better and better right about now, but where do I go once they start implementing this too, huh? I want no involvement in this "trial" and hope they discontinue this monopoly scheme immediately, or I will have no choice but to take my business elsewhere.

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**Ticket: # 591743 - Comcast Data Usage**

**Date:** 10/15/2015 1:18:02 AM

**City/State/Zip:** Jacksboro, Tennessee 37757

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to lie to me about my data. I wasn't suppose to be on a 300GB plan. And they lie about my usage. Even on days I don't use it they say I have. I was told I would have no data limit but I have continued to be stuck with one. Also if I use a service like Netflix or YouTube Comcast says it uses more data then it does. If I use there services it uses significantly less data. Also I use a separate data measure apart from the one comcast uses and I am always significantly lower than Comcast. For example if Comcast says I have used 150GB of data the non Comcast data measure says I have only use around 125 to 135GB, But I was told I would have unlimited so I shouldn't have to be measuring my data.

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**Ticket: # 591980 - CNN**

**Date:** 10/15/2015 9:50:10 AM

**City/State/Zip:** Massapequa, New York 11758

**Company Complaining About:** Verizon Wireless

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## **Description**

CNN on Facebook is posting misleading information about the democratic primary debate as to who the public voted for in its own online poll, omitting information, deleting the publics responses, and reporting biased information about candidates due to their financial commitments to the Clinton candidacy. As a supposed news source that hijacked the rights to exclusively air the democratic primary, polling and candidacy information should be fair and unbiased. This whole process is unethical.

---

[Ticket: # 592010 - CNN Disregarding Online Poll](#)

**Date:** 10/15/2015 10:06:24 AM

**City/State/Zip:** Massapequa, New York 11758

**Company Complaining About:** Time Warner

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## **Description**

What CNN has done in regards to denying their own online debate poll and then having that poll mysteriously vanish, at the behest of Time-Warner, is disgusting, unethical, un-American, and a blatant conflict of interest.

We all know Time Warner has contributed a half of a million dollars to Hillary's campaign and is her 7th largest donor. The influence this has had on the reporting of the debate needs to be publicly addressed by the FCC.

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**Ticket: # 592203 - Stop Comcast from capping Data**

**Date:** 10/15/2015 11:04:27 AM

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

**Company Complaining About:** Comcast

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**Description**

Hello FCC,

Comcast continues their war against their customers now by implementing an extra fee for a service i already own. I am disgusted by their tactics. They basically caught up to the fact that their customers are ditching Voice & TV over Cellphone & Internet and are now chasing them for more money.

I do not like the fact, like many others, that Comcast just decided to cap my home data at 300gb out of nowhere and that they are charging me more if i am to keep my unlimited data plan.

This should be illegal and you guys should help us, your fellow citizens, tax payers, on this very important issue.

Thanks for your time.

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**Ticket: # 617518 - Data Cap/Limited Usage**

**Date:** 10/28/2015 11:03:45 AM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I just signed up for Comcast/XFINITY internet and discovered they limit my usage to 300gb per month. I consider this unfair. The language they use to sell their high speed internet claims its for streaming video and playing online games. Unfortunately that takes a lot of bandwidth to do any of that. There was no language in any of their advertising that said I'd have to pay more after a certain usage amount. It's like charging a driver for how many times they use the road ways. We also always have to know how much bandwidth each activity takes in order to monitor it. That is not realistic!

Also, 300 GB does not seem even reasonable considering most video on services like Netflix, Hulu are in HD. There are many shows on Netflix that Comcast does not offer on their OnDemand service. So I feel like they are essentially punishing me for watching shows on a network they don't want me to watch. Comcast's policies are not inline with how the majority of the people in the world use their internet service!

I also work from home quite a bit, and that will also eat up my bandwidth. I work from home to save on gas costs and environmental reasons, and now I'm going to be potentially charged for telecommuting which my state encourages me to do!

Finally, I discovered their usage meter. Somehow I used up a gig over night while I was sleeping. There is nowhere on their site that tells me how it was being used while I was asleep. This illustrates another problem. I'll have to literally turn off every connected appliance to make sure I'm not accidentally eating up bandwidth. You realize how unrealistic that is! They are obviously punishing those people who choose not to subscribe to their cable services.

I feel like they are doing this because there is no competition in my area. Bandwidth caps. This is unfair for Comcast to use their position like this. Please investigate this matter.

---

[Ticket: # 592913 - Re: Tethering plans and home servers](#)

**Date:** 10/15/2015 1:52:19 PM

**City/State/Zip:** Phoenixville, Pennsylvania 19460

**Company Complaining About:** Verizon Wireless

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## **Description**

This is a follow-up to your previous request #338092 "Tethering plans and home servers"

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**Ticket: # 593023 - Data usage caps**

**Date:** 10/15/2015 2:21:27 PM

**City/State/Zip:** Hollywood, Florida 33020

**Company Complaining About:** Comcast

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## **Description**

I am not happy about this data usage deal through Comcast! I feel that it is unjust that they can dictate what we do on our internet and how we use it by telling us to lower our video quality on sites like Twitch and other sources of entertainment. We currently pay \$78.00 + on our bill through Comcast (which is still expensive and we don't even watch) a "Double Bundle" with like 14 channels most of which are in Spanish. We also have internet at 75 mbps , which is mostly what we use as our source of entertainment. We both play lots of games, watch others people stream their games and stream our own games for other peoples entertainment. This means if we want to keep our little source of entertainment we will go well beyond our allotted and cheaply rated 300 GBS. We are more in the range of 700-1000 GBS which means we will have to sign up for Comcasts so called deal of "Unlimited data usage" for \$30.00 more which adds up too a bill of \$100.00 plus a month just to have a little entertainment in our already depressing lives.

This is too expensive for us to afford. We both have gone to college and have racked up over \$70,000 in student loan debt can't find full time jobs with benefits and decent pay enough to cover our already mounting debt and bills which include: \$200 a month in student loan payments per adult, \$800.00 in rent, Electricity at \$85.00 a month, food at around \$150.00 a month, Gas at \$80.00 a month and now a bill of \$100.00 for internet and TV which we don't even need (just got it to lower the cost of internet alone). I don't know how this is even legal and there needs to be a stop to it! Please help and stop the Data usage caps!

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[Ticket: # 593666 - cnn](#)

**Date:** 10/15/2015 4:44:23 PM

**City/State/Zip:** Valley View, Texas 76272

**Company Complaining About:** Time Warner

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## **Description**

They outright lied about who won the Democratic debate .Sen. Sanders clearly outdistanced % wise Hillary Clinton . according to the polls afterwards .. Liars .. twisting the truth to suit Time -Warner .. unacceptable .

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**Ticket: # 593501 - disruption of my urgent attempts to communicate with my physician**

**Date:** 10/15/2015 4:08:34 PM

**City/State/Zip:** Grosse Pointe Park, Michigan 48230

**Company Complaining About:** Comcast

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## **Description**

Yahoo keeps becoming my home page unannounced, and unwanted.

I've tried to disable Yahoo but cant

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[Ticket: # 594423 - Denied Access to my Paid Subscription for Using a VPN to Protect My Privacy](#)

**Date:** 10/15/2015 9:23:29 PM

**City/State/Zip:** Fairfax, Virginia 22031

**Company Complaining About:** Hulu Inc. 12312 W. Olympic Blvd., Los Angeles California, Usa

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**Description**

Hulu is denying my access to my subscription service I paid for claiming VPN access is 1) anonymous and 2) cannot be tracked to a US location. Neither of these claims are true.

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**Ticket: # 593834 - Phone scare scam**

**Date:** 10/15/2015 5:20:00 PM

**City/State/Zip:** Middleburg, Florida 32068

**Company Complaining About:** Comcast

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**Description**

I received a call that appeared to come from my attorney which told me to call the Capital One lawyer or risk going to jail.

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[Ticket: # 593941 - CNN Debate](#)

**Date:** 10/15/2015 5:47:41 PM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Charter

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## **Description**

CNN will not put in their debate poll numbers that show Bernie Sanders won their polling contest, and are trying to sway the public that Hillary Clinton was the winner. CNN and Time-Warner are big contributors to her campaign. They must be held liable for this manipulation of news and should lose their FCC license.

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**Ticket: # 594284 - CNN Time Warner deception post Democratic debate**

**Date:** 10/15/2015 8:00:45 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Time Warner

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## **Description**

After the Democrat debate aired by CNN on Oct 13, 2015, CNN themselves purposely altered the story, and edited the coverage video afterwards, along with deleting their own public online polls, with what appears to be an intention, to skew the public's perception of who was the actual 'winner' of the debate. Their own poll showed Senator (I) Bernie Sanders clearly ahead of Sec. Hillary Clinton. With over 85% of online pollsters supporting Sen. Sanders, CNN reported, and continues to support the view that Hillary Clinton 'won' the debate. This is a clear deception, and lie to the American public, at a time, when we need the truth regarding our political leaders. It is our belief, that Time Warner, Inc, as a large contributor to the Clinton campaign, is attempting to buy the election! CNN shut down Youtube Channel Bernie2016tv

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[Ticket: # 594340 - CNN shutting down Bernie2016tv](#)

**Date:** 10/15/2015 8:35:22 PM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Centurylink

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## **Description**

Bernie2016tv broadcast a FREE and PUBLIC version of the Democratic debate on CNN. However, CNN was not happy about it and has shut down Bernie2016tv. This is NOT right! A free and public version on YouTube is exactly that and in the public domain. CNN should be reprimanded for this. TimeWarner owns CNN. TimeWarner supports Hillary Clinton for President. Their action is censorious and should not be allowed.

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**Ticket: # 594659 - Data Cap**

**Date:** 10/16/2015 1:06:31 AM

**City/State/Zip:** Greenville, North Carolina 27858

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink offers 1Gbps internet speeds but it comes with a 550 GB cap. At those speeds, I will hit the cap in just under 70 minutes.

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[Ticket: # 594613 - Comcast is blocking Netflix on 25 Mbps plan](#)

**Date:** 10/16/2015 12:02:06 AM

**City/State/Zip:** Sammamish, Washington 98075

**Company Complaining About:** Comcast

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## **Description**

We activated our 25 Mbps plan with Comcast and since then we see Netflix is blocked and cannot stream any movie. However we could stream all hd videos on YouTube. We could also play Netflix on mobile network from same place. Problem is persistent since yesterday.

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**Ticket: # 594688 - HBO GO on Playstation 3**

**Date:** 10/16/2015 1:50:11 AM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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### **Description**

HBO GO is not available on ps3 even though I can watch it on my laptop using my comcast id. There is an application for HBO GO on ps3 and most of the internet companies like ATT and Time Warner allow their users to stream content on ps3 but comcast does not.

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**Ticket: # 594784 - DATA CAP ATT**

**Date:** 10/16/2015 7:41:17 AM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** AT&T

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## **Description**

ATT is now capping data in my neighborhood. The cap is 250G. Their own website best describes how this affects net neutrality:

"Time is not the determining factor; it is the activity that matters. You could spend several hours reading emails, for example, and use less than 1 GB of data. You could spend 30 minutes downloading a movie, on the other hand and use 2 GB of data. It is important to remember that it is what you are doing on the Internet, not how long you do it, that determines the amount of data you use."

---

**Ticket: # 594894 - Comcast Data Overage, Comcast refusing to help**

**Date:** 10/16/2015 9:48:13 AM

**City/State/Zip:** Johns Creek, Georgia 30097

**Company Complaining About:** Comcast

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**Description**

Please Help!

I have filed complain before against Comcast and Datausage

<https://consumercomplaints.fcc.gov/hc/en-us/requests/375499> and

<https://consumercomplaints.fcc.gov/hc/en-us/requests/538923>

I spoke to Comcast and all they said is "I am sorry but we can't help you"

It's only 10/16/2015 and i'm already at 335 GB. I do not have any other options in my area, I am force to use them and they KNOW IT. I have not received any Letters from Comcast in both cases.

From previus incedent:

I have a large family and using one of the most expensive Comcast plan which still has 300GB monthly limit.

I am a professional and I work from home, I depend on an Internet connection. I also have a large family with

3 kids and wife. We all have electronic devices that require a backup and synchronisations, I have multiple computers for my daily tasks which also run backup with my Employer servers. As you know dependency on data has increased dramatically and everyday the data usage increases. I am paying over \$90 for my Comcast plan and i only get 300GB, 5 years ago that would be enough, not not now. Comcast refuses to do anything and saying that there is nothing they can do and will not do in near future.

I used all of my 3 available allowences that i was not charge, from this month i will be foured to pay overages of \$10 per 50GB.

My kids get their homework on-line, they have to watch material, play in class activity games etc. I am already limiting all my family members activity to deal with overages. I can not watch any content in HD because this will increase my usage by atleast 4 times. I simply refuse TO SELL MY KIDNEY so that i can afford my internet. Please, Please help

---

[Ticket: # 595034 - CNN rigged political coverage](#)

**Date:** 10/16/2015 10:47:13 AM

**City/State/Zip:** Sioux Falls, South Dakota 57103

**Company Complaining About:** Time Warner

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## **Description**

I'm curious why the FCC would not be interested in a gigantic news organization that makes HUGE campaign contributions to one political candidate, and then uses its media forum to try to ensure the election of that candidate. I thought the point of the FCC was to ensure these HUGE media companies stayed accountable?

Clearly, after the recent Democratic Debate on CNN, the NUMEROUS polls indicating that Bernie Sanders was a popular pick and had won the debate should have at the least been mentioned. Removing this information, then proceeding to report that Hillary had one, DESPITE ALL OTHER EVIDENCE to the contrary, should be investigated.

---

**Ticket: # 595448 - Time Warner**

**Date:** 10/16/2015 12:23:59 PM

**City/State/Zip:** Grantsville, Utah 84029

**Company Complaining About:** Time Warner

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## **Description**

CNN and other news outlets under this umbrella intentionally deceived the public by falsely reporting debate results and removing and hiding accurate results of polls and focus groups in order to further the interests of the candidate they funded for the 2016 presidential election. This is entirely unacceptable as the public needs accurate information in order to make crucial decisions for our country. The continued propaganda advocating their candidate is also completely unacceptable as well as deceitful. Accuracy in reporting should be a fundamental responsibility of a news organization.

---

**Ticket: # 596053 - Sierra Club emails are not compliant with CAN-SPAM**

**Date:** 10/16/2015 3:00:07 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Rcn

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## **Description**

There is no option to opt-out in the below email:

Hey NAME -

As a Sierra Club member, you know the importance of electing environmental champions to office. We hope you'll take advantage of the \$100 Clean Power Supporter discounted ticket price to support Sierra Club IL PAC at our Clean Power Party. Join us on October 28th for live music, drinks and food!

There are limited tickets to this event so act fast!

To RSVP & purchase tickets online, please click here. Checks can also be mailed to: (b) (6)

(b) (6) Chicago, IL 60601.

If you have any questions or are interested in volunteering the day of the event, let us know.

Hope to see you there!

RSVP on Facebook.

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[Ticket: # 596144 - Unwanted emails](#)

**Date:** 10/16/2015 3:33:49 PM

**City/State/Zip:** Woburn, Massachusetts 01801

**Company Complaining About:** Verizon Wireless

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## **Description**

[lisa@lab-llc.com](mailto:lisa@lab-llc.com)

Has added me to an email list that doesn't provide the opportunity to unsubscribe. I do not want any emails from this person and prior attempts to have myself removed from their email and texting list have not worked.

---

**Ticket: # 596718 - Unfair Cap on data by COMCAST**

**Date:** 10/16/2015 7:06:15 PM

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

**Company Complaining About:** Comcast

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## **Description**

I signed up for internet 7 years ago through Comcast. At the time it was marketed as "unlimited". Now COMCAST has put a 300 GB cap on my account and will charge me \$10 for each additional 50 GB of data for a service sold to me as unlimited. The website shows for a \$30-35 fee I can now upgrade to unlimited. When I contact COMCAST they claim this is not allowed. This is a lie and in fact it is shown here: <http://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>. Note I live in zip code 33334. The caps violate net neutrality since they charge for me to use competitors like Amazon and netflix. I spent 2 hours and 45 minutes in chat with them today. They ignore you for periods of 10-15 minute then give an apology for taking so long. Their monopoly means we have no choice as they keep raising prices and failing to honor existing contracts.

---

[Ticket: # 596794 - Comcast is threatening data caps](#)

**Date:** 10/16/2015 7:50:41 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

We have measured our internet usage under that cap that Comcast is piloting in other places, and plans to implement in our area. We exceeded their proposed cap in four days of normal usage. We are also unable to switch to any other internet provider, as AT&T/Verizon have poor signal in our area, and our apartment complex has an exclusive deal with them.

Please stop them from implementing this cap.

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**Ticket: # 596920 - Comcast internet**

**Date:** 10/16/2015 9:46:16 PM

**City/State/Zip:** Hernando, Mississippi 38632

**Company Complaining About:** Comcast

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### **Description**

I have a mystery cap on my internet usage now. This just started in August and again this month. I was given a credit of \$287 for the month of August and for the month of September I was billed \$147.

My normal amount is \$78

When I called for an explanation I was hung up on twice.

A. I was never told about a cap

B. I never agreed to a cap

C. Nobody can explain it to me

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**Ticket: # 597034 - Armstong Cable Company**

**Date:** 10/16/2015 11:47:33 PM

**City/State/Zip:** Boardman, Ohio 44512

**Company Complaining About:** Armstrong Cable

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### **Description**

I am just moving to Boardman, OH and I was informed that internet would cost around 90 dollars per month from 100mbps down and 15mbps up. Which is about average I was paying 110 with comcast (but it included cable also). But then i was informed that I would be limited to only using 400GB per month. I stream online and play video games and my average usage with comcast was 700 to 900 GB on average. I was told that if i wanted up to 900GB it would cost me 185 dollars per month. Which is more than i pay for electric. Please urge Armstrong cable to get rid of this ridiculous internet cap and stop forcing customers who pay good money for the services they use, to pay even more if they use more than Armstong deems is acceptable

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[Ticket: # 597144 - Bernie prejudice on internet](#)

**Date:** 10/17/2015 6:52:14 AM

**City/State/Zip:** Addison, Illinois 60101

**Company Complaining About:** Comcast

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## **Description**

Facebook is pulling ads that have been paid for regarding Bernie Sanders campaign. Videos have been pulled from YouTube regarding Bernie Sanders also. None of these have violated any obscenity rules or obscene pictures.

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[Ticket: # 597175 - Comcast Internet usage cap for residential customers](#)

**Date:** 10/17/2015 8:40:43 AM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

Comcast started the cap this month on my account without previous notice. On 10/17/2015 I was using my tablet as usual and I received a notification that I reached ninety percent of my data plan which I didn't know I was enrolled in. If this is mid month and still two more weeks until the new data allowance for next month begins the overage charges will be too much. All of this without previous notice. We are a working family that rely on the Internet for work and for our kids's homework assignment as well as for some entertainment. We pay Comcast close to two hundred dollars per month for the TV, phone and Internet package and the overage of this month alone will be too much higher for us to pay, it will put a strain in our family's not so good economy.

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[Ticket: # 597208 - Predatory Internet cap.](#)

**Date:** 10/17/2015 9:14:29 AM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has implemented a wide spread arbitrary 300 Gb cap on their Internet service to all consumers. This is all trying to nickel and dime it's customers after losing net neutrality. I regularly use more than the 300 Gb as well as many other customers I know. There is no other competition to turn to down where I live. I require the Internet for my studies and can easily surpass this "limit", I'm being forced to pay more to continue my education.

---

[Ticket: # 597397 - Mediacom is injecting data into visited websites](#)

**Date:** 10/17/2015 12:24:20 PM

**City/State/Zip:** Marion, Iowa 52302

**Company Complaining About:** Mediacom

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## **Description**

Shortly after subscribing to Mediacom, I discovered that they are injecting data into the web pages that I visit. The most obvious example of this is their injection of monthly usage numbers at the top of web pages. I have called customer service and asked where I can find information on where I was notified about this when I signed up and on what they inject but no one has been able to provide any information.

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**Ticket: # 597725 - Usage Cap Overage Charges????**

**Date:** 10/17/2015 6:07:59 PM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** Comcast

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### **Description**

I just received a popup message from Comcast/Xfinity stating that I have passed the 300gb per month usage limit. I have never been made aware of any usage limits. And even if there is, 300gb is IMPOSSIBLE to stay under with 4 people (including 2 kids) constantly consuming media via apps like Netflix, Spotify and Youtube. This is absurd! How can we possibly expect to stay under? I even have their highest tier internet plan, plus their highest tier TV plan. How can I possibly stay within the limits if there's no higher tier?

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[Ticket: # 598139 - Comcast band with limited](#)

**Date:** 10/18/2015 11:11:41 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to impose a 300Gb limit on its customers. This is not a cellphone account but a hard wire service. With people using the Internet more than ever (Netflix, online gaming, 4K video streaming, ex...) they will eat up those 300gb like nothing. Please help put a stop to these money hungry business men. Help keep the Internet unmonitored and unlimited for home and business use. I urge you to help put a stop to this. Thank you.

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**Ticket: # 598164 - Xfinity Internet Service Keeps Dropping****Date:** 10/18/2015 11:54:47 AM**City/State/Zip:** Cooper City, Florida 33328-3313**Company Complaining About:** Comcast

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**Description**

This is my third complaint to the FCC about my internet service provided by Xfinity/Comcast. The first was ticket #411343. The second was ticket #541008. We have not heard anything from the 2nd complaint yet. Please help. We have been paying for Internet service for a long long time and have not gotten consistent service. I am sending from my cell phone because it is out again right now. I have been tempted to get s job that allows me to work from home but I cannot get internet service that will work and would be afraid to lose a job. Please help. I'm not sure if I am choosing the correct issue but truth is that there is no other internet alternative.

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**Ticket: # 598260 - Comcast usage cap**

**Date:** 10/18/2015 1:59:31 PM

**City/State/Zip:** Hampton, South Carolina 29923

**Company Complaining About:** Comcast

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## **Description**

I enrolled as a Comcast customer in August of 2015. When my household signed up for our data usage plan there was no limit and only restriction was our connection speed. It is currently October 18th and I have received a notice that we have already used 90% of our data usage plan for the month. So now I have the choice of paying an additional \$30 a month for my current bill or I can risk paying an additional \$10 for every 50 gigabytes I go over my current usage cap. At no point did I receive a phone call or a letter from Comcast telling me that this was a change on my account. I feel as though the options available to us should have been presented that way we could have avoided hitting our cap, but I feel as though there is no reason for there to be a cap on home-based internet anyway as bandwidth is not a limited resource, it has no limit to the amount that is available for use. This is just a clear violation of Rights end of the contract as we were never asked to sign a new contract under these Terms nor given the option to terminate the contract under these Terms. The government needs to step in on the so-called trial that our area is being subjected to. Our only other internet option in our area is DSL which is proven to be unreliable, slow, and reliant on location. Being that South Carolina is largely rural this could greatly impact connection speed and reliability.

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[Ticket: # 598335 - Free hardcore pornography sites on the internet with no age verification so children can view them!](#)

**Date:** 10/18/2015 3:48:52 PM

**City/State/Zip:** Culpeper, Virginia 22701

**Company Complaining About:** Comcast

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## Description

I have been aware of the existence of these pornography sites since I was in college over 15 years ago! These hardcore pornography sites are free with no age verification so that children of even a very young age can come across these sites and potentially view this harmful material that denigrates the act of sex from something God gave as a gift to humanity, into something no different than what animals do! This is completely unacceptable to allow these sites to continue to exist on the internet in this way! I've already been trying to contact other government officials to get these websites down for well over a year now(unsuccesfully) and there can certainly be other free hardcore pornography sites with no age verification device that our children can easily access and pervert their view of sexual relationships and thus we are burdening them with the complications associated with the acceptability of that type of behavior!

These are the free hardcore pornography sites with no age verification that I know about:

(b) (6) [REDACTED]

[REDACTED]

[REDACTED]

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[Ticket: # 598350 - Comcast capping Internet data usage](#)

**Date:** 10/18/2015 4:16:32 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun to cap my internet data usage, claiming this is a new policy impacting my market. I've been a Comcast customer for over a decade and never believed we had a conflict with survive providers until now. With this new policy, Comcast is penalizing users who use non Comcast services to access multimedia and information on services such as Apple, Microsoft, Netflix or Amazon by charging additional fees for data. Comcast has a near monopoly on high speed internet in my area as no other cable providers are relevant.

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[Ticket: # 598521 - Att won't let me update my phone](#)

**Date:** 10/18/2015 8:26:51 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055

**Company Complaining About:** AT&T

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### **Description**

I purchased a phone from att to use on cricket wireless (owned and operated by att) they will not let me update the phone unless I buy a seperate service and sim from there post paid provider.

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**Ticket: # 598543 - Website loading viruses and programs**

**Date:** 10/18/2015 8:51:42 PM

**City/State/Zip:** San Antonio, Texas 78212-3839

**Company Complaining About:** <https://latitefeedb.files.wordpress.com/2015/08/bsi-bike-rack-instructions.pdf>

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**Description**

Greetings, I have problem with this website loading viruses and programs with no control, after you click on this website to request a BFI bike rack manual you get this website <https://latitefeedb.files.wordpress.com/2015/08/bsi-bike-rack-instructions.pdf> and you click to get the manual immediately starts loading programs and viruses, it took me awhile to remove them completely and time effort because after you remove the programs it keep loading more programs and viruses.

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**Ticket: # 598651 - DATA LIMIT REALLY!**

**Date:** 10/18/2015 11:13:05 PM

**City/State/Zip:** Monroe, Georgia 30655

**Company Complaining About:** Comcast

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### **Description**

Why is comcast putting a data limit on Wi-Fi, we buy Wi-Fi to avoid overage charges on our phone bill and now we just get charged for overages again. This is ridiculous.

Thanks, Mason

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[Ticket: # 598708 - Comcast data caps](#)

**Date:** 10/19/2015 3:35:33 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

I live in an area where comcast is the only isp available. Not only donwe pay more for less internet service than areas that have healthy competition, comcast is now "caping" my data usage. This is unfair and unethical. Comcast did not have this policy when they sold me the service they just introduced this out of nowhere and there's nothing we can do about it. Please help.

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[Ticket: # 598709 - Comcast data caps](#)

**Date:** 10/19/2015 3:37:09 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

I live in an area where comcast is the only isp available. Not only donwe pay more for less internet service than areas that have healthy competition, comcast is now "caping" my data usage. This is unfair and unethical. Comcast did not have this policy when they sold me the service they just introduced this out of nowhere and there's nothing we can do about it. Please help.

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[Ticket: # 629311 - Comcast](#)

**Date:** 11/2/2015 9:49:22 PM

**City/State/Zip:** West Hartford, Connecticut 06119

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly on ISPs in my area of west Hartford, CT.

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[Ticket: # 601211 - Internet cap](#)

**Date:** 10/20/2015 9:34:36 AM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented 300GB monthly cap and \$10 per each additional 50GB or pay additional \$30 to get unlimited.

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[Ticket: # 599409 - Internet cap](#)

**Date:** 10/19/2015 1:09:53 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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### **Description**

I am complaining that Comcast is capping internet in the ft lauderdale area at 300 mb.

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**Ticket: # 600102 - joeldiaz021489@yahoo.com**

**Date:** 10/19/2015 4:28:22 PM

**City/State/Zip:** Miami, Florida 33165

**Company Complaining About:** Comcast

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## **Description**

It is absurd that i now have to pay an extra \$30 a month for the SAME service of internet i had because they now want to introduce a usage fee for internet? Whats the world coming to? Are we gonna get charged a fee for watching too much TV soon? Or using a certain website too much? When is enough enough, this is by far one of the most criminal things iv seen being done by a company and i cannot understand why this is even legal. If we pay for a service we shouldn't be limited to how much that service we can use. Comcast is only doing this in retaliation to them losing money to over streaming services like hulu and netflix taking over cable so now there inventing some made up bull policy. I really hope something gets done because this is just wrong.

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[Ticket: # 601039 - Data Cap limit via Comcast](#)

**Date:** 10/20/2015 12:57:58 AM

**City/State/Zip:** Miami, Florida 33135

**Company Complaining About:** Comcast

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## **Description**

I will get charged extra by exceeding my monthly limit on my internet. It's not fair that I'm restricted from using the internet on a daily basis because of these data limits. I'm also going to be charged extra when I go above my limit. Comcast has started implementing this limit in my area this month.

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**Ticket: # 632824 - Comcast Data Caps**

**Date:** 11/4/2015 12:08:26 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15213

**Company Complaining About:** Comcast

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## **Description**

In this interest of net neutrality, I foresee a lot a problems with Comcast's plan to cap the usage of data (which they plan to expand to the whole US market in 5 years). Here's a few:

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

It seems as if the the cap is set just low enough to harm those who use streaming services, such as Netflix and HBO GO. Comcast, owner of XFINITY cable, have an obvious conflict of interest here. They want people to not stream, but to sign up for their TV cable plans, which in turn makes them money by selling advertisement slots to the highest bidder. I am a very light streamer, maybe 4 or 5 episode a week, and even then, after tracking my usage, I have gone over 100GB.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Data is not like oil or food or water. It can't run out. It is not a tangible good. The only reason for the limiting is to make profits by having a separate 'unlimited' package which is priced at an obscene amount. Their complaint of clogging their network isn't valid either. Besides the fact that it is their responsibility to improve the infrastructure to support your customers, imagine if everyone in an area subscribe to an unlimited package, they could easily handle the load.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 601452 - Internet**

**Date:** 10/20/2015 11:10:52 AM

**City/State/Zip:** Jamaica, New York 11435

**Company Complaining About:** Verizon

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## **Description**

The Internet is not working. The network is not communicating.

A Worker came out yesterday where the range was better, the speed was slower. The Internet is not working. Contacted Verizon Presently working with a customer service person for about one hour and twenty minutes. Try to reboot the system has not come back up. The Internet and phone is out.

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**Ticket: # 601490 - Comcast arbitrary 300GB data usage billing threshold**

**Date:** 10/20/2015 11:26:54 AM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

When selecting a internet package on comcast's web site, it is nowhere obvious that there is a data usage threshold where additional charges would occur. Once the 300GB threshold is reached, they bill at \$10 per 50GB of data. How do I know that the data usage is correct? There is no way for me to meter the data usage for my entire home network. It is expected that internet service is unlimited. They must be implementing these thresholds to limit the expansion and usability of Internet based entertainment services such as Netflix, Sling, etc. With my 75Mbps data speed, it is possible to use 300GB in about 11 hours. How is that fair?

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[Ticket: # 602180 - ClearWire acquired by Sprint](#)

**Date:** 10/20/2015 2:09:33 PM

**City/State/Zip:** Riverbank, California 95367

**Company Complaining About:** Clearwire

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## **Description**

Sprint is kicking all ClearWire customers off of the Clear networks because they want to eliminate Clear as a competitor. The ClearWire customers will be without internet service providing unlimited data at decent speed. I am low income and have been with ClearWire for many years, and I paid \$34.99 then Sprint raised the monthly rate to \$39.99 which is still very fair. Please stop Sprint from hijacking the ClearWire network and kicked customers off the network. I am a student and I will not be able to study if I do not have the internet for research. Thank you.

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**Ticket: # 602300 - ATT U-verse conection problems, disconnecting**

**Date:** 10/20/2015 2:49:28 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73106-2228

**Company Complaining About:** AT&T

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## **Description**

For the last 4 months, I have connection problems. I get disconnected many times during the day. I have contacted ATT U-verse service over 8 times in this time period. I have their techs out here and they have found many problems and tried to fix them. Every time it is their equipment. The Techs have replaced the modem 3 times. The service box on the pole was worked on and was open and resealed and did not stay closed. The Service Office had a water leak and the service tower for my area was damaged. The lines from the service office was water damaged but no repairs done. The junction box at the end of the line for local area was open and repaired. The lines in the neighborhood are over 50 years old and are wearing out. One of the techs has to check for water damage in the lines and did report there is some but no repairs done. I was also told that my line, which is a delegated line, has a piggy back on it. Just the other day, 10/17/2015, I had a tech out here and he reported that in a 15 minute period, I was dropped off the internet 128 times. My modem was changed out to a older used one by the tech because they had a up date that did not work on the newer modem. I have tired to get ATT to fix these problems but the problems keep with new problems happening. I have requested ATT to fix these problems but keep getting the run around. Today, 10/20/2015. I contacted ATT and the tech on the phone told me he could not axcess the modem unless he went into my computer with a remote axcess. I told him no because I know they can axcess the modem with out going thru my computer because other techs have. When I was on a ATT dsl line. I did not have any problems because I know that it was operating at a slower power and speed but since I have switched over to U-verse, I have these problems.

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**Ticket: # 602844 - Harrasment**

**Date:** 10/20/2015 5:32:37 PM

**City/State/Zip:** Cambridge Springs, Pennsylvania 16403

**Company Complaining About:** Velocity

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## **Description**

Illegally posts information which is only legal to obtain from states sites.

(b) ://w(b) (6)



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**Ticket: # 602908 - Comcast Data Caps.**

**Date:** 10/20/2015 5:52:14 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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### **Description**

This is a load of BS That Comcast is now capping home internet usage. They are becoming greedy. Tom Wheeler needs to put a stop to this. Comcast is basically Going out of their way to get as much money out of people as possible. Who ever reads this Send this to Tom Wheeler and let him know that he is the only one that has the power to stop Comcast from abusing its Monopolistic Enterprise. SOMEONE HELP US!

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**Ticket: # 602912 - Unsolicited emails**

**Date:** 10/20/2015 5:55:00 PM

**City/State/Zip:** Spring, Texas 77388

**Company Complaining About:** Comcast

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## **Description**

I have received several emails from some company that I think is a scam. I have attempted to get them to stop emailing me and they will not comply. I have requested several times that they discontinue emailing me, yet I continue to get emails from them. They are attempting to get me to take a job with them that sounds suspiciously like a scam. How do I get them to stop other than requesting they discontinue emailing me. I have copied the latest email and will attach it. Since I am currently looking for a job I had responded to the first email and asked what the position was and for more information. Since then I got the information they sent me and told them I was not interested in the position. Then they sent me some type of contract in an email without attaching it to the email and I refused to sign it and told them to stop emailing me. I am getting tired of receiving these emails.

None of the categories below under internet issues really matches the problem I'm having so I'm just choosing net neutrality.

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[Ticket: # 603186 - Comcast data cap on Internet usage](#)

**Date:** 10/20/2015 8:05:33 PM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to charge me more money for using the Internet by putting a very low cap on usage. We're a family of five and the low cap means we exceed their limit very quickly. Further, the programming Comcast provides includes a lot of high definition content which accelerates overall data usage forcing us into higher cost data plans. This new data limit is unfair because it restricts my usage of things like Netflix due to high data usage. I feel Comcast has a monopoly and can institute ways to charge high fees and we have no other option than to pay. Please prevent Comcast from limiting our data usage and stop their monopoly.

---

**Ticket: # 603386 - Comcast overcharging and trying to limit Internet usage**

**Date:** 10/20/2015 10:30:43 PM

**City/State/Zip:** Miami, Florida 33165

**Company Complaining About:** Comcast

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## **Description**

My complaint at the very moment is at my own ISP, trying to put a cap and a limit towards my internet usage during the past few months with this new "Trial" Method they're dishing out to their customers in a way to try to grab MORE money out of the daily internet users who could easily achieve over 300 gigabytes of internet per month in a family of 8 and someone who's actively working in the field for I.T and kids who constantly play around with their phones and computers.

There was never a cap before this, and I feel like I am being regulated on the internet usage and plan they're trying to give me, the internet I paid for monthly, and I heavily disagree with how they're trying to monopolize the market and giving the people very limited options on trying to find reliable internet, along with the speed that comes along with services that comes when one is hosting public services for people to connect to, like servers and entertainment.

Please step up to this kind of business practice and put a stomp to it, it is ridiculous and there shouldn't have been a limit in the first place to how we use our internet on a regular basis.

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[Ticket: # 603704 - Comcast implementing data caps on home internet](#)

**Date:** 10/21/2015 9:50:55 AM

**City/State/Zip:** Miami, Florida 33144

**Company Complaining About:** Comcast

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## **Description**

We signed up with Comcast internet service to consume it as much as we want, whenever we want just like and increasingly in replacement of television. We already pay a ridiculous amount for the service, and now they are trying to extort us into paying more for the exact same service. This is unacceptable.

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[Ticket: # 604270 - AOL spam](#)

**Date:** 10/21/2015 1:01:50 PM

**City/State/Zip:** Minneapolis, Minnesota 55418

**Company Complaining About:** Comcast

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## **Description**

AOL corporation continues to send me marketing emails despite me unsubscribing from them. It is extremely unprofessional.

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[Ticket: # 604961 - Traffic Filtering](#)

**Date:** 10/21/2015 4:30:23 PM

**City/State/Zip:** Los Angeles, California 90048

**Company Complaining About:** Time Warner

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## **Description**

My Internet traffic is being filtered.

Also my TV and wireless devices are hacked

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[Ticket: # 605002 - Unfair competition by the Government of PR and two of its public corporation](#)

**Date:** 10/21/2015 4:42:32 PM

**City/State/Zip:** Anasco, Puerto Rico 00610

**Company Complaining About:** Liberty Cable And Att In Cell Phone

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## **Description**

I am ashamed and frustrated and feel that the government of PR is heading towards a dictatorship and we need help. The AEE Power Authority and AAA the water company both public corporation and are monopolies have created corporations to offer internet service and fiber optics line among other services provided by such companies as ATT and others. They are both in financial crisis and have proven to be a disaster in their core competency and now can very well destroy a well operating with excellent service. They are channelling funds and doing under the table.

I urge you to investigate if they are using federal funds to fund this venture. Also, I would be disturbed if the FFC sponsors such a venture. This is unfair competition and the PR government should be prohibited from entering this market.

I urge you to look into this and trust that you will prohibit the AEE and AAA from entering this market. We do not need the government to enter this market.

---

**Ticket: # 605466 - Comcast has placed a 300GB cap on my account**

**Date:** 10/21/2015 7:15:30 PM

**City/State/Zip:** Sunrise, Florida 33323

**Company Complaining About:** Comcast

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## **Description**

I have a household of 4 adults and 3 children. We have 4 smartphones, 5 tablets, 3 computers (plus an assortment of internet connected devices), Netflix and a bunch of other apps. Comcast, via XFINITY has recently applied a broadband cap of 300GB to our account.

Not only is this cap too small, but the only way to remove the cap is to upgrade to a "business" account that is much more expensive. Who wants a business account at their residence anyway?

Not only that, but we recently were told that we had 30GB of data left for the rest of the month, yet it "finished" in 1 day. There is no transparent way for us to track the data usage.

Even if there was....we still hate the cap. It is frustrating.

Even more frustrating is that when we were buying the plan, the salesperson assured us that we had "unlimited" internet and even upsold us to the "very fast" 75Mbps package that we would "certainly enjoy".

We are in Sunrise, FL and would love some assistance because this is crazy.

---

**Ticket: # 605725 - Comcast forcing unwanted purchases**

**Date:** 10/21/2015 9:42:26 PM

**City/State/Zip:** East Rutherford, New Jersey 07073

**Company Complaining About:** Comcast

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### **Description**

I'm a Comcast customer currently subscribing to bundled service. Comcast recently raised my rate and I can no longer afford it. As internet is a functional necessity, I must keep my internet service. However, Comcast seems to refuse to sell me internet service unless I also buy television service, which I can not afford at their rate. Please push internet service providers to allow customers to purchase internet without also buying television service at ridiculous prices.

The attached image should show that internet service is only made available to customers who buy other services.

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**Ticket: # 605811 - Comcast Data Caps**

**Date:** 10/21/2015 11:06:12 PM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

I have been a paying customer of Comcast's for a couple years now and have been generally happy with the service. Now, after paying for their top tier internet, they have decided to roll out a "trial" of capping my data at 300 GB a month. That's outrageous. And the charge is \$10 for every 50 GB over I go. I pass that mark regularly in my internet usage. I know for a fact that it costs Comcast pennies to provide internet to my home. The prices are already pretty high, due to the monopoly they have over the market, but that's another discussion. Now, of course, they found a way to make even more money out of the situation. They are offering a \$35 "service" to allow me unlimited internet usage per month. So, essentially, they took away something I already paid for, and had a contract for, and are offering it back to me for more money. That's complete crap. They need to be stopped. We have the FCC set in place to prevent things like this. Comcast is making a mockery of our nation. Internet is a utility like any other. I know my power company can't do stuff like this. I know the water company can't. Why can these internet oligarchs do it? Please put a stop to this. You're the only option the people have when these huge monopolies pull ridiculous stunts to gouge money out of people.

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**Ticket: # 605843 - Overage fee with no way to check**

**Date:** 10/21/2015 11:28:47 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging me overage fee on internet usage and I am not able to check my usage with their usage meter- for the 2nd month in a row. They stated last month they would fix my usage meter and never did. I conversed with CSA 176 and CSA 201 throughout last month with not resolution. I still cannot check my usage on comcast. Its like setting a speed limit when no cars have an odometer.

Now i have learned that com"cap" actually wants charge its users 35 dollars a month for something that they always use to have as part of their subscription. this is operant conditioning at its finest. You get all users to enjoy the open web unlimit-less. Then you later find out that this cheap internet thing is taking off an might cannibalize our bread an butter and highly profitable linear tv service. Now you change the terms of this internet to just be 300 Gb per month as this won't affect too many customers (NOW). and since most users don't use more that this the majority of users aren't affected - IF only 5 or so % of users were outside of this data usage then it really shouldn't have been a problem in the first place as some users are paying for 300 gb and only using 50. Then they say that they want a those who use more to pay more and use less to pay less- to promote fairness- but no-one is paying less- users are only paying more. Even better we will call these usage limits trials because we at comcast want to try to see how much we can push up the cost of internet before our users rebel - this will allow us to constantly change how much we give and take from our users. We will deliver faster and faster internet but all this means is that our users hit their bandwidth limit faster and pay us more in the form of usage fees, and now people pay a lot more for something that they use to just have for free, because we made an artificial market for DATA- now thats "CAP"TASTIC. Please delete my overage fees until your system actually allow me to see how much data I am using. Thanks

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**Ticket: # 605945 - Sprint Re-purposing existing air waves to eliminate competition .**

**Date:** 10/22/2015 3:08:36 AM

**City/State/Zip:** Tulare, California 93274

**Company Complaining About:** Sprint

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## **Description**

Sprint is re-purposing a scarce resource like the public airwaves to eliminate competition. They are forcing customers to take on a Data Plan and to purchase new hardware for a service that is already being provided through the Clear Wire equipment. They buy out companies and then discontinue the existing service in order to nickle and dime us the customers with their ridiculous rates for the same previous service.

Sprint

(b) (6)

Overland Park, KS 66251-6108

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**Ticket: # 606448 - Misleading advertising and communciation**

**Date:** 10/22/2015 11:57:00 AM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast Internet and was informed that I had a 300 GB usage limit on my Internet service. After using the service for a few months and being told I was "using 1,100 GB" I realized that something was seriously wrong. I contacted the company as when we measured and tracked our usage and could not determine how we were consuming 40+ GB of data a day. The customer reps were not helpful and after spending 3+ hours on the phone, I asked them to escalate my complaint as we could not find out how this was possible.

Finally, I was connected to a person who determined that it was not my usage/consumption of Internet services that was causing this issue but outbound file transfer traffic from an unknown PC that was doing it. Windows 10 and other programs automatically back up on line and it was these file transfers that ran my "usage" up. Comcast wants to charge my 6 times the normal monthly rate for these FTP file transfers. This is an outrage.

My specific issue is the failure of the regular customer service line to be able to explain why my "usage" was so high and even discuss the outbound back up issue. As a normal consumer, usage to me means my surfing choices. Please help!

Either make sure they communicate that all of these cloud based backups are considered usage or have them fix the data limits to a cost based amount. A family of 5 with 5 computers all with back up could unsuspectingly "consume" 1500 GB of data when behaving exactly like a single person who consumes 300 GB. This hidden file transfer process that often is a default on new computers make their pricing discriminatory and opaque.

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**Ticket: # 606489 - Comcast Bandwidth Cap**

**Date:** 10/22/2015 12:10:24 PM

**City/State/Zip:** Miami Springs, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

I have an issue with how my service has been changed. I used to have no cap and now I have a cap and I am not paying less for this restriction. Now I have to tell my family that they need to be careful with what they consume on their devices. Additionally, now I have to take time to watch the bandwidth meter to make sure we don't go over. This isn't a choice. This is just more work for me to make sure I don't go over the limit on a service I originally selected without a limit. I was already paying for my current service with no cap. Why am I being asked to pay the same price for less service? Why doesn't comcast offer my current speed service with a cap for less money? I shouldn't have to pay more for what I was already getting before at my current price.

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[Ticket: # 607485 - Comcast Broadband Internet is a Monopoly](#)

**Date:** 10/22/2015 4:59:15 PM

**City/State/Zip:** Acworth, Georgia 30101-6650

**Company Complaining About:** Comcast

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## **Description**

My family uses the Comcast Internet provider for work, kids school, college, and entertainment. We are allocated 300GB a month until Comcast starts charging outrageous usage fees. I would like to select another provider, but Comcast is the ONLY company that offers true high speed Internet. I do not want their cable TV or phone service. I believe my family is being penalized for not having these add on bundled services. Recent bills have been \$283.31 and \$194.95 respectfully. Comcast Broadband Internet is a monopoly and there is no viable competition.

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[Ticket: # 607845 - Cannot access my paid HBO account through my PS3](#)

**Date:** 10/22/2015 6:32:35 PM

**City/State/Zip:** West Barnstable, Massachusetts 02668

**Company Complaining About:** Comcast

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### **Description**

I am paying for my internet and TV access, which includes HBO GO. I am unable to access it on my PS3, while my parents can access theirs through their XBox.

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**Ticket: # 607947 - Comcast**

**Date:** 10/22/2015 7:26:57 PM

**City/State/Zip:** Decatur, Georgia 30033-5511

**Company Complaining About:** Comcast

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## **Description**

This is our second complaint. We have our internet through Comcast due to a lack of options. If we could we would instantly switch companies. Our internet service is out at least once a month. Every time we call they offer us a credit to our account that never shows up. They have charged us late fees when we have always paid on time. Any attempts to contact them end with no resolution. We have done the customer surveys, asked to talk to managers, and called so many times. Every time we are told there is nothing they can do and we will get a call back from a "level 3" manager. We have never gotten a call back. They are over charging us for our data usage, giving us a cap of 300gb or pay an additional \$30 a month for "unlimited" data. We are already paying for internet that is spotty and now we have to pay over 50% more to continue using it?? We can't switch providers because there are no other internet providers for our address. We don't know what to do at this point but continue filing complaints. The moment Google Fiber is working we are switching but until then it would be nice for Comcast to be held accountable.

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**Ticket: # 624348 - Comcast is capping my data to stifle competition from streaming services (and I even have cable TV!)**

**Date:** 10/30/2015 9:14:53 PM

**City/State/Zip:** Corryton, Tennessee 37721

**Company Complaining About:** Comcast

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## **Description**

I've recently been capped to 300gb per month of internet usage. After this point, I'll be paying an extra fee for extra data. As someone who actually has a cable TV package and uses it regularly, it's astounding to me that they would put such a low limit in place for the sake of more money. I don't have subscriptions to Netflix, Amazon Prime Video, Hulu, WWE Network, or any other predominantly streamed video side. I use YouTube for a few hours a week, at most. And yet, in this calendar month, I've already used up my entire 300gb limit and will be paying extra fees. In my area, I have no alternative whatsoever to Xfinity internet. I'm being punished for being a normal-to-heavy internet user. I can't even imagine the fees that cordcutters who primarily watch streaming video will be paying, if I've already gone more than 10% over my limit with my minimal (in comparison) data usage. The fact that Comcast owns NBC, and is now purposefully putting limits on streaming (after already making Netflix themselves pay more) to 'entice' cable subscriptions is as shady of a practice as I can imagine. It's extremely anti-competitive when these internet providers collude with each other so as to not infringe on each others markets, and then continue to find ways to arbitrarily increase the price while stifling what few alternatives do exist to their other services.

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**Ticket: # 608077 - netzero internet service using my access to constantly call support and have to go through a barrage of unwanted offers.**

**Date:** 10/22/2015 8:30:47 PM

**City/State/Zip:** Jacksonville, Florida 32202

**Company Complaining About:** Net Zero

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## **Description**

I spoke to a customer service person on the 20th of October informing that they have someone with the telephone number (b) (6) connected to my internet service, my number is (b) (6). While I am waiting for them to correct the problem the clock using my internet time, which in this case was 10 minutes. I feel as if they should remove the person from my service and let me use the services that I have paid for. Their number which is (b) (6) is connected to my service. They gave me a number to call, but this also uses my time on the telephone. If they don't have time to fix small problems, how have they been allowed to stay in business for this long. I told the person that was acting as if they were a recording that they were lying, and I repeated the accusation and they hung up. I don't use profanity, that was as strong as I was. They have about 2 to 3 minutes about products and sales that I am not interested in purchasing if I was I would not need the internet.

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**Ticket: # 608259 - Comcast Xfinity Data Usage Cap for Home Internet Services**

**Date:** 10/22/2015 11:40:00 PM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

I was informed today that I exceeded my data limit for the month for my home internet service. When I looked it up online, I found that it is a trial period. When I called the service provider I was told that it is not a trial and I would be charged a fee for each increment of 50gb data used. I was then told that this change in policy began on October 1st for my area. I was never informed of this change so that I could adjust or monitor my data usage prior to the notification that I exceeded my limit. There was nothing sent to my home via email, regular mail, voicemail message. No communication period. I don't think this is legal but stranger things happen when dealing with cable providers. I have been with Comcast for 2 months and I have used over 300gb of data dealing with them on there issues of false advertising, fiction billings and not applied credits. A complete mess. There needs to be more regulation from the FED on this.

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[Ticket: # 608465 - Comcast Open Internet/Net Neutrality](#)

**Date:** 10/23/2015 9:14:27 AM

**City/State/Zip:** Parkland, Florida 33067

**Company Complaining About:** Comcast

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### **Description**

Comcast has notified me that I will be charged more for exceeding data allowance that was never communicated to me - I have voip, alarm serices and others that can harm me and my family as a consumer.

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[Ticket: # 609525 - Live Streaming blocked due to TWC demanding payment](#)

**Date:** 10/23/2015 3:14:27 PM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Time Warner

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## **Description**

The webcams at Sundiegolive.com are no longer able to show live streaming due to demand for payment from TWC. This denies me and many families from the joy of watching our service members' ships and carriers come and go from the San Diego Bay. What a shameful move to block us while it is our family members who are serving our country to maintain this very freedom we enjoy.

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**Ticket: # 609740 - DATA CAPS For wired internet use**

**Date:** 10/23/2015 4:25:31 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** Comcast

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### **Description**

Comcast is charging me a data usage fee for wired internet service when there is simply no reason for this. It is simply to force users to watch their programing instead of streaming other competitor programing at a higher cost because when you stream video your data usage goes up considerably.

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[Ticket: # 609906 - nudity being casted](#)

**Date:** 10/23/2015 5:13:08 PM

**City/State/Zip:** Ceresco, Michigan 49033

**Company Complaining About:** Comcast

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## **Description**

vaughnlive.tv is allowing nudity to be broadcasted,i have reported the incident but they have no way of uploading the evidence, they have a incomplete reporting system that has no way to upload evidence to them and are not willing to give a resoultion to their failure of their reporting system,they have now ignored my request via vaughnsoft,i will post all evidence i have collected down below,mark vaughn the owner doesnt seem to care about running a legit site,as well as their rules and regulations dont allow this to be happening,and am hoping you can pursue this further as they now will not reply to my messages,please put a stop to this from happening..Thank You For Your Time

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**Ticket: # 610008 - Data usage caps - Comcast**

**Date:** 10/23/2015 5:35:54 PM

**City/State/Zip:** Fort Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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### **Description**

I am really tired of dealing with these usage caps put in place by Comcast. They offer incredibly fast service.. which is great.. except that with this fast service it eats my data at a substantially faster rate. I rely on Netflix and other online streaming services for Television entertainment and there is no way I can stay under the 300gb cap each month. Around the end of the month I am forced to either pay 10\$ for every 50gb beyond the 300gb cap or to stop all entertainment usage for a week. I am paying them 80 dollars a month for 3 weeks worth of entertainment value. This is ridiculous!

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**Ticket: # 610330 - Comcast Data Cap**

**Date:** 10/23/2015 9:17:45 PM

**City/State/Zip:** Hialeah Gardens, Florida 33018

**Company Complaining About:** Comcast

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### **Description**

We watch netflix and video game streams as well as download games and updates regularly. Our household can reach the 300GB cap fairly easily. We signed up for fast unlimited internet and for them to change to fast limited internet is unfair to us.

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[Ticket: # 610294 - violation of net neutrality: Verizon is "throttling" bandwidth speed](#)

**Date:** 10/23/2015 8:41:35 PM

**City/State/Zip:** Brooklyn, New York 11225

**Company Complaining About:** Verizon

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## **Description**

Immediately after 8:15pm EDT, Verizon's internet service suddenly crashed with speeds below .45 Mbps, which less than HALF of what they are required to deliver as per their agreement with us. This service break is unambiguous and is a clear-cut violation of net neutrality.

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**Ticket: # 610318 - Comcast**

**Date:** 10/23/2015 9:06:23 PM

**City/State/Zip:** Weston, Florida 33327

**Company Complaining About:** Comcast

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## **Description**

Comcast offers new service to the Weston, Florida area and within one year, "imposes" a new rate structure capping the monthly internet usage at 300GB . They offer an option of unlimited data for an additional \$30 per month without even a nominal rate reduction for those using less than 300GB. In other words, they are taking advantage of the fact that utilities are frequently able to hold a near or absolute monopoly on their services.

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**Ticket: # 610374 - Comcast Breaking FCC rules**

**Date:** 10/23/2015 10:02:13 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast has broken FCC rules constantly but now its effects are starting to affect us. They recently imposed a 300GB limit which is against FCC regulations. In doing so, they inject their own code into websites when you are near or over the 300GB limit.

Apart from this we are illegally sequestered into using Comcast because the competition for a human necessity (after the recent utility rule) is nonexistent or slow enough to not meet the broadband standards. People have spoken up, and we are angry. We refuse to pay a mafia fee so that Comcast infrastructure can stay exactly where it has been for the last 10 years and Comcast's higher employees can pocket the money. FCC, we ask that you speak out, because we, the common people, are being robbed of a necessity.

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**Ticket: # 610643 - Internet data caps with comcast xfinity.**

**Date:** 10/24/2015 10:36:28 AM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

I recently got tv and internet service thru xfinity. I signed a 2 year service agreement. 3 months later i got a letter in the mail from comcast saying they are capping internet at 350 gb. ( which was not disclosed in the original agreement)

this amount of data is really low in a house hold of more than 2 people. Comcast only tells you of there speed and not the cap when you sign up. You have to ask and if you don't know you'll just see increased charges on your bill. They were not capping my internet prior to there letter . This is a bate and switch. They are also wanting to charge me 200 \$ for breaking contract to leave. This seems like a way for them to get around the net neutrality ruling by making you pay more for how much you use. This would be like selling a phone plan then telling a customer to pay per minute of use with out disclosing it on the sale. I hear AT&t is also doing this. Please help us FCC .

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[Ticket: # 610709 - Comcast data caps](#)

**Date:** 10/24/2015 11:40:27 AM

**City/State/Zip:** Sandy Springs, Georgia 30328

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging significant amount of money for normal data usage. The so-called "unlimited" option of \$35/mo is way too expensive and makes the internet nearly \$90/mo. We should not have to watch our family's data usage so closely in this day and age.

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**Ticket: # 610812 - XXXXXXXX XXXXXXXXXXXX-internet issues**

**Date:** 10/24/2015 12:56:13 PM

**City/State/Zip:** Nebo, North Carolina 28761

**Company Complaining About:** Hughes Net

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## **Description**

hello I been with hughesnet for 10 months and it has been a nightmare! I first got hughenet jan 16 2015 hughesnet would send me over the years junk mail trying to get me to come to them ,so I finally called the number they provided me with along with the discount card and proceeded to ask questions, I asked them were they compatible with vonage homephone services because that is what I currently had and I also asked them were they compatible with xbox 360 kinnect online gaming and they told me YES I then asked them how was the speed they told me they were faster then any internet company around and their prices were lower then other internet companies..so I said ok I will give them a try based on their information..well that was the worst mistake I had ever made ,,because I encountered slow speed the modem wasn't compatible with my router so I bought a more expensive one because hughesnet advised me too,,and said that my problem would be fixed and that did not work either,,i had numerous techs come to my home trying to fix the problem giving me new modem and changing ethernet cords which I also were buying new ones during this 10 months of service I have not been able to enjoy the internet because of so many issues with speed and my internet going out time after time I lose my homephonbe service because they were not compatible along with my adt service because when I swithed with them they also told me they were compatible with adt and adt told me they were not compatible with satilite phones through satellite internet my services were constantly and still is getting interrupted and the techs that come out fix the problem but 3 days later my internet goes out again I cant use my router which I need no home phone no xbox 360 online gaming poor service slow speed.and the list goes on..a tech was suppose to come out today between 8 11 am but they called me today and told me my visit was canceled and hughesnet made it billiabile to custermer so I called back and they said they wil see what they could do,,still waiting and I'm just fed up with their crap please help me I have had just about enough of their false advertisement and lies

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[Ticket: # 610904 - Comcast Data Cap](#)

**Date:** 10/24/2015 2:40:04 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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### **Description**

Comcast suddenly limiting data usage with outrageous pricing.

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[Ticket: # 611144 - Comcast plan chnages](#)

**Date:** 10/24/2015 6:29:12 PM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Comcast arbitrarily changed current customers who had unlimited data plans to limited 300gb plan. They are now forcing customers to enroll in the unlimited plan for an additional \$30 per month. Their actions need to be investigated. They are taking advantage that in some markets they are the only player in the internet space.

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[Ticket: # 611339 - Comcast has caped my service! Not what I signed up for.....](#)

**Date:** 10/24/2015 10:18:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

I pay comcast for an advanced tier of internet (50Mbps their gamer option) now they have installed a cap to my data at 300GB. This is outrageous and unfair. Their intent now is to provide "only so much" data for the same price, and steep overage charges. They sell a plan metered with SPEED And then they remove the unlimited data. They are trying to rewrite the rules. They are a monopoly who is seeking to amend the rules in their favor because they think they can. I did not offer a reduced amount of money for my service. This is why they cannot be allowed to self regulate. Every other country has better service for less money because they are allowed to compete for the market. Comcast and TWC are behemoths that account for 90% of customers. This discriminates against people who use streaming services, because they are their direct competition. Please help!

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[Ticket: # 611340 - limiting data usage](#)

**Date:** 10/24/2015 10:18:55 PM

**City/State/Zip:** Hollywood, Florida 33020

**Company Complaining About:** Comcast

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## **Description**

I have Comcast and they are limiting my data usage and charging when I go over. this is not right!

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**Ticket: # 611376 - Comcast Data Usage Caps**

**Date:** 10/24/2015 11:28:42 PM

**City/State/Zip:** Hialeah, Florida 33014

**Company Complaining About:** Comcast

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**Description**

I'm sorry, but the 300gb cap on this service of Comcast that I'm paying for is completely ridiculous. I've called many times, and they keep giving me some lame excuse as to why they incorporated the cap. And unfortunately, it's the only internet service provider I have around here.

My parents and I use the computer and watch Netflix alot and have passed the limit on the cap in only 19 days out of the 30 day cycle. I'm thinking of rather not having any internet service at all. It's like a subscription service on top of another one. It's so ridiculous.

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[Ticket: # 611386 - Comcast is slowing down services](#)

**Date:** 10/24/2015 11:57:51 PM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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## **Description**

I have noticed slow downs whit Netflix over Comcast. I've contacted technical support and that didn't solve the problem. I have also looked at Netflix and AWS and they haven't had any major outages since the problems began. I've also tried different accounts accounts with the same issues. While other services like Youtube and HBO Go are fine. Since other services aren't having any issues then there is nothing wrong with my configuration. I also haven't changed any settings recently. This is also happening with every device on the network (wireless and wired). I've tried over an AT&T hotspot and there where no problems at all. Because it works over AT&T and since other services are working then the logical step is that Comcast is slowing down Netflix.

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[Ticket: # 611412 - comcast isp data caps](#)

**Date:** 10/25/2015 1:24:46 AM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

The option to limited the internet usage by comcast and major isp companies. It is a clear violation to our freedom and rights. Fcc should do the job they are paid for and put an stop to isp caps. They are already ripping us with their tv and internet prices and plans in addition putting caps to internet usages is not fair. It will take economy down . Customers will stop using internet or cancelling service. Which will take down isp and other companies which main business is base of internet. Like neflix etc

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[Ticket: # 611495 - Charter is manipulating content of other websites to advertise their site](#)

**Date:** 10/25/2015 9:43:23 AM

**City/State/Zip:** Athens, Georgia 30605-4948

**Company Complaining About:** Charter

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## **Description**

Charter has redesigned their website. They really want me to log in and experience their amazing new service, enough that they are inserting a div at the top of random http requests advertising it. This is a ridiculous violation of their role in serving internet content unmolested. This just showed up on an internal pages in a phone app, so I'm pretty sure they aren't paying for this advertisement space.

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[Ticket: # 611590 - Suddenlink](#)

**Date:** 10/25/2015 12:32:34 PM

**City/State/Zip:** Russellville, Arkansas 72801

**Company Complaining About:** Sudden Link

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## **Description**

My service was uncapped unlimited internet until Q3 of 2011, that there is no oversight on how Suddenlink measures bandwidth usage, and that Suddenlink has already admitted that their measurement system was inaccurate in the past and lets business users have uncapped internet and caps residential users.

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[Ticket: # 611627 - Comcast imposing 300GB data cap in my internet account and charges over 300GB](#)

**Date:** 10/25/2015 1:18:33 PM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

This is unacceptable. I was not made officially nor unofficially aware by Comcast when I signed for service that there was a cap of 300GB in my data usage nor that they would be charging me if I spent more than that in a month. This is abuse of power as they are a monopoly here in South Florida in relates to internet service providers. They do that to impose that users buy their cable TV services. A totally coward and unfair strategy. We citizens have the right to choose the TV service that is in line with our needs. I truly hope that this cap is removed from my account immediately.

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**Ticket: # 611809 - Comcast Usage Plans****Date:** 10/25/2015 5:17:22 PM**City/State/Zip:** Nashville, Tennessee 37211**Company Complaining About:** Comcast

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**Description**

I live in Nashville TN, and we are subjected to Comcast's "market trial" of "data usage plans" for Internet service. Basically this is a thinly veiled scheme to prevent us from utilizing online sources of streaming video entertainment, and seems to me to be anti competitive in such a way that it forces us to source video entertainment from Comcast TV service, or other Comcast video streaming services that are not counted against the usage limits. I have three adults and a school age child living in my house and I have to become the "Internet Nazi" as my family calls it, because I have to prevent people from watching Netflix, Youtube, downloading or playing games, just because of Comcast's arbitrary usage limits. A 300 GB limit in the year 2015 where there are so many quality sources of video entertainment available is preposterous. I don't get very many TV channels from Comcast (I have their lowest TV plan Digital Economy) and I feel like I am being punished for sourcing alternative entertainment from the Internet instead of Comcast TV.

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[Ticket: # 611815 - mailchimp spam](#)

**Date:** 10/25/2015 5:20:59 PM

**City/State/Zip:** Flushing, New York 11355

**Company Complaining About:** Time Warner

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## **Description**

mailchimp keeps reselling my email to it's infinite list hosts no many how many times i unsubscribe and opt out. i keep hearing from entities i never even remotely dealt with about products special interests and service i am not even remotely interested. they all have in common - mailchimp

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**Ticket: # 611833 - Throttling a connection of Mbps**

**Date:** 10/25/2015 5:58:00 PM

**City/State/Zip:** San Juan, Puerto Rico 00926-2235

**Company Complaining About:** Liberty

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## **Description**

The Internet access that is paid for in my household consists of a 10/1 Mbps , of which no even a tenth of it has been provided for the past few months and recently even less. They claim to have a problem with the connection meanwhile other neighbors receive uninterrupted service. I believe this to be discrimination towards the fair usage of our connection. My son manages all the calls and exchanges with the ISP and assures me there are no faults in the lines or equipment that we use, but the problem persists. Our usage might exceed an average standard in terms of amount but no "caps" have ever been mentioned or where described as part of our contract. Also as a US protectorate, not many companies are scrutinized as they should be by local authorities. I'm hoping this correspondence might change that.

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[Ticket: # 611967 - Data Caps imposed on home internet](#)

**Date:** 10/25/2015 9:04:15 PM

**City/State/Zip:** Topsham, Maine 04086

**Company Complaining About:** Comcast

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## **Description**

I was notified today via recorded voicemail message that there is a new "300 GB cap" on my home internet service and that I would be charged \$10 per 50 GB over that in one billing cycle. We have been customers of Comcast since we moved back to Maine from Arizona. Reluctantly, they are the only ISPs in the town we live in that offer high speed internet needed for online education, movie streaming, etc. They should not be able to change their implicit contract with us without our consent.

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[Ticket: # 611981 - Telling no truth to customer](#)

**Date:** 10/25/2015 9:26:26 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Ask different online agents, had different answers.

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[Ticket: # 612074 - Internet usage cap \(unable to view usage\)](#)

**Date:** 10/25/2015 10:53:34 PM

**City/State/Zip:** Chamblee, Georgia 30341

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a data usage limit in Atlanta, but I have been unable to view my internet usage through the web portal. Today, they hijacked all HTTP traffic from my residence and redirected me to an alert page that stated i was close to my cap, and despite clicking 'Close Message', i was unable to browse the Internet until I called their support number. The rep that answered had to perform some task to restore web service to my internet access (other non-web traffic such as IRC continued to work).

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[Ticket: # 612274 - Consolidated Communications internet slow and not working most times.](#)

**Date:** 10/26/2015 9:33:15 AM

**City/State/Zip:** Pana, Illinois 62557-1010

**Company Complaining About:** Consolidated Communications

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## **Description**

My internet has been down 5 times this week alone. I've talked to so many tech people I'm know them by name. They claim it's my equipment but my computer is new and not the problem. I keep getting the same error each time, "DSN Server not responding." They mess with some settings some on their side and the internet comes back on. Once the internet is running the speed is way slower than it's supposed to be. The box they have across the street has been hit by trucks and they have a bag over it in case it rains. I need the service I am paying for to work reliable and I need the speed to be corrected too.

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[Ticket: # 612342 - 300Gb Data Plan](#)

**Date:** 10/26/2015 10:09:04 AM

**City/State/Zip:** Parkland, Florida 33067

**Company Complaining About:** Comcast

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## **Description**

Comcast starts a 3 moth trial to cap of 300Gb a month to our unlimited data plan. It will represent paying more for tehe same service we have now. Furthermore, since they implented this trial my data downloaded has increase considerably as per they method of tracking which is not very clear at all why and how they measure. There is no tool offered to track in detail the data downlaoded. We haven't changed anything and suddently we went from using 7Gb, to 169Gb to +311Gb of data???

Please find attached an example of the last 3 months of usage.

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[Ticket: # 612445 - Chat site marked E but allows XXX post about kids](#)

**Date:** 10/26/2015 10:56:24 AM

**City/State/Zip:** Alexandria, Louisiana 71302

**Company Complaining About:** Jumbuck

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### **Description**

Power chat by jumbuck allows sexual comments about children on a daily basis. Wondering who to contact. Because they are doing nothing about it.

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**Ticket: # 612574 - Comcast Data Cap**

**Date:** 10/26/2015 11:30:38 AM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

Comcast has been charging me every month because I keep going over their "Data Limit." Everything is online now. I have no choice but to download large files like Microsoft Office, Windows 10, Linux ISOs, and not to mention streaming Netflix and other high-def video. Comcast has been doing this "Market Trial" for almost 3 years. I implore the FCC to take action against Comcast for their Data Usage Cap. There is no shortage of bandwidth. How can they charge me for using "a lot of the internet?" I am unable to switch providers due to Comcast being the only one in the area offering the speed I need for my work and School. Please help me with this issue.

---

**Ticket: # 612669 - Comcast choking data streams from some services**

**Date:** 10/26/2015 11:57:14 AM

**City/State/Zip:** Swampscott, Massachusetts 01907

**Company Complaining About:** Comcast

---

## **Description**

I subscribe to Pandora (\$30/year) and Netflix streaming (\$8/month). Both of these services behave well when I run them on my computer. However:

- 1) When I use my Apple TV to connect Netflix to my TV, it can take up to 6 hours to load a movie. My computer runs the movie in real time.
- 2) When I use my "Amazon Echo" to play Pandora in my bedroom, there are frequent pauses in the play of music. My computer plays Pandora music smoothly.

It occurs to me that, when I use either the Apple or Amazon services, Comcast can tell that the server belongs to a company that does not pay Comcast extra to deliver those services. This is very obvious in the case of music delivered via Amazon, since audio is not even a high-rate service.

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[Ticket: # 612677 - The dissolving of Clear Internet by Sprint](#)

**Date:** 10/26/2015 11:57:55 AM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Sprint

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### **Description**

Sprint is taking away Clear and taking away the last bit of unlimited data options that people have. They aren't even offering anything remotely close to what Clear's services were.

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**Ticket: # 612716 - Comcast Data Cap**

**Date:** 10/26/2015 12:05:22 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** Comcast

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## **Description**

As a cord cutter and a relatively new customer to ComCast I discovered they impose a 300gb data limit. I discovered this a few months into my service after i reached my cap. Comcast kindly 'honored' 3 months of over usage before they are now saying to charge me.

300Gb is not a substantial amount. I sometimes work from home and remote desktop to the office, plus the family streams media. Plus my wife is nursing and finds watching tv series useful during these early months with a new born.

I have the Blast package specifically for high internet usage.

Charging \$35 for unlimited is an absolute rip off. There is absolutely no reason Comcast can account for a 300gb limit since they infrastructure is in place and technology already in place to share the bandwidth with neighbors. Unlike cell usage which is more pricey over the air and more understandable for limiting.

Who picked 300gb?

The US already has some of the most inferior internet bandwidth in the world. South Korea, UK, and Australia all have far more superior, faster, and cheaper internet.

Apparently this is a Trial. As the FCC please wake up to these over charging practices and stop this trial.

There is already little competition in the ISP market forcing consumers to choose for 1 or 2 providers and therefore forced into their mob-style practices.

Respectfully yours,

**(b) (6)**

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**Ticket: # 612719 - No Unsubscribe - Donald Trump for President Campaign**

**Date:** 10/26/2015 12:05:45 PM

**City/State/Zip:** Westford, Massachusetts 01886

**Company Complaining About:** Donald J Trump For President

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## **Description**

I tried to opt out of emails sent to me by Donald Trump for President. I am not entirely sure I was ever asked to opt in (I registered to attend an event via event brite), but, I do know for certain, his campaign does not have an opt out on a couple of their emails to me. I would like to unsubscribe and don't know how.

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**Ticket: # 612869 - Comcast capping**

**Date:** 10/26/2015 12:58:47 PM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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## **Description**

Ive been with them for about 4-5 year and ive have always used the sam amount of data above 300gb. I purchased their fastest speed available. We watch a alot on Netflix, we buy digital books and game on multiple devices, we download all our xbox games digitally, most of those games are between 20-75gb

We have never had a problem with them but this is not fair they want up our price an extra 30\$ on top of the high price we already pay? This is just not fair!

You guys really need to step in and control this before Comcast gets their greedy hands on this whole exploit.

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**Ticket: # 613184 - Comcast arbitrary data caps**

**Date:** 10/26/2015 2:26:55 PM

**City/State/Zip:** Miami, Florida 33130-1423

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast Xfinity Internet there were no usage fees or download limits. Now Comcast wants \$30 more for unlimited internet. I need internet for my work and I use it for fun too. The 300GB limit will not do for me. Because I need internet for my work, I need a decent speed. This leaves me with Comcast as the only possible ISP in my building. My complaint is that Comcast is abusing its de-facto monopoly position to extort more money from its costumers. This new limit is not fair to users who have no tother options, not needed (from a technical perspective) and unfair competition (with Netflix for example) as it encourages users not to ditch their cable TV.

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**Ticket: # 613513 - Violation of Net Neutrality**

**Date:** 10/26/2015 4:09:36 PM

**City/State/Zip:** Mt Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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### **Description**

Comcast is directly violating net neutrality by capping my internet usage to a measly 300 gigs a month. This violation directly affects my family and I using Netflix to stream our favorite shows and movies. As such I am being charged outrageous overage charges in order to use the internet. Furthermore, Comcast has openly admitted that this is purely a business venture and in no way shape or form affects server capacity. Is it any wonder why Comcast has the worst customer service in the United States of America?!

---

[Ticket: # 614043 - Comcast is now imposing a cap on data usage.](#)

**Date:** 10/26/2015 7:15:37 PM

**City/State/Zip:** Miami, Florida 33183

**Company Complaining About:** Comcast

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## **Description**

Comcast is slowly expending their cap usage on internet data. According to Comcast it is experimental but this experiment started in 2012 in Tennessee and is slowly spreading to other states. From one day to another I received a letter from Comcast advising me that starting in October 2015 my internet data will be limited to 300 Ggbts, additional charges will occur once usage is exceeded. This practice is unfair and it is time for the FCC to take action. I am at the mercy of Comcast as far as how my data is being measured and being billed. I feel like I am being robbed and nothing is being done by the FCC.



(b) (6)

[Redacted text block]

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[Ticket: # 620093 - Comcast putting a cap on home internet use](#)

**Date:** 10/29/2015 10:48:23 AM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast putting a cap on home internet use, wants to cap useage at 300 GB per month. \$10 per additional 50GB useage.

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**Ticket: # 614922 - Comcast Data Usage Limit**

**Date:** 10/27/2015 11:21:03 AM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

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**Description**

I'm filing this complaint in regards to Comcast's Data Usage Limit of 300 GB per month. Every month I am charged, on average, an extra \$50. It is completely ridiculous to cap home internet in today's world. The entire world is on the internet. I feel this is just a way to charge extra for "chord cutters". I do not subscribe to a television package, so all of my media is consumed online. Comcast has no competition in my area, so I am forced to continue paying ridiculous overage fees month after month.

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**Ticket: # 615092 - Bandwith Caps/Overage Charges****Date:** 10/27/2015 12:13:10 PM**City/State/Zip:** Tuscaloosa, Alabama 35401**Company Complaining About:** Comcast

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**Description**

Comcast is testing Bandwidth caps and charging customers who go over a monthly data allotment. The caps are intentionally low by today's usage standards. The so called "test" markets for these bandwidth caps only seem to be showing up in the south where Comcast has little to no competition or where the only other local competing services also have a bandwidth cap.

I recently moved to Alabama from Richmond VA. Where I lived in Richmond, Comcast never tested monthly bandwidth limits because Verizon Fios is available there as an alternative that doesn't. Something needs to be done about this, a lot of households are purchasing games and watching television online in this day and age. A lot of games if purchased digitally on the PlayStation network or Xbox live can be as large as 60gb. What does that do to a monthly 300gb cap? This is not 2003 and these caps are not necessary.

Comcast is a self-serving bloated monopoly that is so despised by consumers that it's had to remove its name from the service it sells. When the hell are you guys going to step in and do something about this? You let them get away with calling these southern states "test" markets yet this has gone on for several years now, these test results should be in. IF they want to cap monthly data usage they need to cap it Nationwide.

Please stop letting them take advantage of the people in areas where the local politicians have been in their back pocket for years now. Let's see them advertise bandwidth caps in cities where Verizon Fios or Google Fiber are kicking ass. And please put an end to the excuses they make about the small percentage of users who go over the limit and how most of their customers only use a small fraction of the monthly allotment. That's bullshit. First of all, if there is only a fraction of users pulling excess bandwidth then surely the network of a multi-billion dollar company can handle it? What's the need for caps at all? Comcast hates cord cutters and they will do anything to stifle innovation to keep people paying for their television service.

US citizens are watching Netflix and purchasing tons of digital content in households with multiple devices connected to the internet at once. Bandwidth caps are not a fair way to monetize the internet moving forward. It may have worked for the cell phone companies but when people are in their homes they expect to have unlimited access to the internet. Instead of bandwidth caps maybe Comcast should give Reed Hastings a call for some advice moving forward.

PS. My apologies for the rant.

**PISSED OFF COMCAST CUSTOMER.**

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**Ticket: # 615223 - Spam**

**Date:** 10/27/2015 12:42:28 PM

**City/State/Zip:** Il, Illinois 60612

**Company Complaining About:** The Scientist

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## **Description**

I am receiving emails from "The Scientist" even though I unsubscribed to their list. Moreover, they keep selling my address to third parties. They are the largest source of spam directed to scientists. You have to stop them.

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**Ticket: # 615252 - Rebuttal**

**Date:** 10/27/2015 12:44:43 PM

**City/State/Zip:** Hollywood, Florida 33019

**Company Complaining About:** Comcast

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 615641 - webcams San Diego](#)

**Date:** 10/27/2015 2:23:22 PM

**City/State/Zip:** Burlington, North Carolina 27217

**Company Complaining About:** Time Warner

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## **Description**

Cannot get live webcams in San Diego

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**Ticket: # 615719 - HughesNet**

**Date:** 10/27/2015 2:43:50 PM

**City/State/Zip:** Malome, Texas 76660

**Company Complaining About:** Hughes Net

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### **Description**

I had service installed a week ago, and it has not worked over one day. I have spent hours on the phone with people having me trying one thing after another! No help! Still have no phone service , and very little Internet service!

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[Ticket: # 625975 - "data usage plan trials"](#)

**Date:** 11/1/2015 4:08:34 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping my internet without any notification. Shameful practice for an effective monopoly that should be (is?) illegal.

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**Ticket: # 616216 - Comcast Data Cap**

**Date:** 10/27/2015 4:49:46 PM

**City/State/Zip:** Savannah, Georgia 31407

**Company Complaining About:** Comcast

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### **Description**

Currently limited to 300 gigabytes of data per month. This is an anti-competitive measure against streaming services like Netflix, Amazon, YouTube etc.

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**Ticket: # 616279 - Data cap**

**Date:** 10/27/2015 5:05:04 PM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** Comcast

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## **Description**

As someone who uses the internet to stream or game for productivity and leisure this cap is ridiculous. Comcast is charging more money for something that was a part of their plan for several years. Now I have to think about every video I click, game I play, stream or download. Im all for a company creating compelling services for a fair price but this policy is just disrespectful to its customers. I wish there was some type of mechanism to prevent things like this from happening as its just a bad idea overall and Im fairly sure Comcast knows this. On top of everything Ive also noticed that my speed has been inconsistent since the cap. Im supposed to have 75mbps

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[Ticket: # 616739 - comcast cap](#)

**Date:** 10/27/2015 7:58:28 PM

**City/State/Zip:** North Miami Beach, Florida 33162

**Company Complaining About:** Comcast

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## **Description**

This is unfair that i just opened an account 2 months with unlimited to find out that in the middle of the month im over a limit that i wasn't aware of.im extremely frustrated i do everything online classes and etc. And my siblings as well its not just and shouldn't effect those who already had a policy.

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**Ticket: # 616797 - Cox Cable**

**Date:** 10/27/2015 8:23:41 PM

**City/State/Zip:** Phoenix, Arizona 85008

**Company Complaining About:** Cox

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### **Description**

Cox Cable is trying to take over tv stations online. I now cannot watch videos on ABC without a subscription to Cox Cable TV. I have only Cox Cable Internet. They shouldn't be allowed to bogart the internet.

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[Ticket: # 616827 - Data Caps](#)

**Date:** 10/27/2015 8:41:47 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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### **Description**

I received a message from Comcast stating I have reached my limit for my internet usage. I was never notified when purchasing my internet and have never reached a cap until this month and this past month we didt have service for 2 weeks.

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[Ticket: # 617009 - Comcast limitation](#)

**Date:** 10/27/2015 10:35:49 PM

**City/State/Zip:** Berwick, Maine 03901

**Company Complaining About:** Comcast

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## **Description**

Comcast has limited the amount of data the residents of Maine can use. They are limited to 300gb per month. While some of there packages offer high speeds over 100mb download they still limit how much you can view. While other Comcast customers do not have to deal with the limited internet, the residents of Maine have to, not to mention if they exceed the 300gb they are charged an extra fine. Customers in other areas do not have the bandwidth limit and therefore are free to "open internet" while the people of Maine are subjected to fines. This is an unfair practice and against the law of open internet. When questioned to customer service of the unfair treatment between customers, Comcast's respond was "deal with it or don't have internet". Comcast has the monopoly here in Maine as no other form of internet use is available. Because of this, Comcast has done what they please at the mercy of the customer. I ask that Comcast be forced to treat all customers fairly, that per the "open internet" policy, bandwidth not be limited to those customers in Maine.

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**Ticket: # 617091 - Comcast home internet cap?**

**Date:** 10/28/2015 12:20:07 AM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

I regularly play online video games and so does my roommate and suddenly our internet starts going out and we receive emails saying we are going over our data limit? Why were we never notified that our internet now has a limit until after we went over it? No phone call no emails no correspondence of any form.

I have to unplug my router and use my cellphone to do any of my financial and work related things now for fear of overage charges on home internet? I would just switch to another ISP but there is not one in my area this seems like a barrier to being able to access the Internet seeing as how I am low income and can't afford to pay for my internet twice!

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**Ticket: # 617105 - Data caps from Comcast in fort Lauderdale**

**Date:** 10/28/2015 12:46:59 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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### **Description**

My mother is a 69 year old who does not subscribe to cable tv, but enjoys watching documentaries on Netflix. She was recently informed by her internet provider that her internet usage is subject to an arbitrary cap (confirmed to be arbitrary by a Comcast engineer on Twitter, who acknowledged there is no technical reason for caps when it comes to network management). She now has to pay more every month to Comcast just to use a service she is already paying for. This feels like a tax on Netflix users designed to punish cord cutters.

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[Ticket: # 617213 - Unethical and most likley illegal business practices from Kabbage Inc](#)

**Date:** 10/28/2015 8:23:14 AM

**City/State/Zip:** Norwich, Connecticut 06360

**Company Complaining About:** Kabbage

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### **Description**

Offers small business loans and finds loop holes to siphon all funds from all your accounts leaving you in financial ruins. They take money without your knowledge or authorization.

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**Ticket: # 617216 - Terms from Hughs net Service**

**Date:** 10/28/2015 8:32:04 AM

**City/State/Zip:** Franksville, Wisconsin 53126

**Company Complaining About:** Hughes Net

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### **Description**

Dear Sir/Madam: I'm looking to add satellite internet service and Hughes Net lists a disclaimer that they may lower my speed. I thought that was against the new net neutrality rule..... see attachment. Can they do this? (b) (6)

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**Ticket: # 617222 - Comcast Data Usage Caps**

**Date:** 10/28/2015 8:39:27 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

I have a small family of four that uses the Comcast internet service. My two year old and my seven year old use the internet to watch their cartoons in the morning. My husband is an e-student through (b) (6) college. I merely peruse a bit during the day. Yet somehow, we have reached 90% of said data usage cap. If Comcast is allowed to continue implementing these data usage charges, it will affect my husband's studies. I get they are trying to force us into buying cable television but if this is how they will handle it, then they will simply lose my business altogether. Please investigate this strong-arming by Comcast.

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**Ticket: # 617451 - Issues with Comcast service**

**Date:** 10/28/2015 10:45:42 AM

**City/State/Zip:** Jeannette, Pennsylvania 15644

**Company Complaining About:** Comcast

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## **Description**

Unable to view my equipment or my data usage on Comcast account page. I have contacted the FCC in the past about it, and Comcast insisted that it was fixed and would take an additional day to be resolved. It is not resolved.

I also would like to accuse their online chat service rep of purposely disconnecting or resetting my internet to prevent me from filling out the post-chat survey with a negative response. As soon as I began filling in the survey my network connection was disconnected. This is too much of a coincidence, and the chat rep did not tell me that she was going to take any sort of actions to fix or reset anything. I feel that this disconnect was a direct attempt to keep me from filling out her survey with a poor response. The chat representative was named Edith. This occurred approximately 10:35am, 10/28.

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[Ticket: # 617665 - Repeated Unsolicited email I cannot stop](#)

**Date:** 10/28/2015 11:44:13 AM

**City/State/Zip:** New York, New York 10016-3528

**Company Complaining About:** AT&T

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## **Description**

There is a site with no name but multiple solicitors that emails me daily with twenty to fifty solicitations to earn money on line. I unsubscribe and they keep coming under different names. One often used address is (b) (6) Portsmouth, NH 03081

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**Ticket: # 618572 - Law suite threats for fake loans**

**Date:** 10/28/2015 3:46:26 PM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** Charter

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**Description**

I got the weird email out of the blue from a (b) (6) " who is supposedly an attorney threatening me with a law suite because I had de-frauded a company and had failed to pay back the loan. This was what he sent me:

"Find Your Warrant Copy:-

Attorney: (b) (6)

Bureau of Defaulters Agency - FTC Incorporation.

This is to inform you, that you are going to be legally prosecuted in the Court House within a couple of days. Your SSN is put on hold by the US Federal Government, so before the case if filed we would like to notify you about this matter.

It seems apparent that you have chosen to ignore all our efforts to contact you in order to resolve your debt with the Bureau of Defaulters Agency. At this point you have made your intentions clear and have left us no choice but to protect our interest in this matter. Now this means a few things for you, if you are under any state probation or payroll we need you to inform your manager/Concerned HR department about what you have done in the past and what would be the consequences once the case has been downloaded and executed in your name.

Now, FTC is pressing charges against you regarding 3 serious allegations:

1. Violation of federal banking regulation act 1983 (C)
2. Collateral check fraud
3. Theft by deception (ACC ACT 21A)

If we do not hear from you within 24 hours of the date on this letter, we will be compelled to seek legal representation from our company Attorney. We reserve the right to commence litigation for intent to commit wire fraud under the pretense of refusing to repay a debt committed to, by use of the internet. In addition we reserve the right to seek recovery for the balance due, as well as legal fees and any court cost incurred"

He also sent what was supposed to be an arrest warrent but it had no name on it. He threatened that he had my Social Security number and was going to put it on Hold which I have no idea what that means. This man is a fraud and a criminal.

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[Ticket: # 619651 - CNBC TV's Denial of Live Streaming Republican Debate to Noncable Subscribers](#)

**Date:** 10/28/2015 10:42:44 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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### **Description**

I am shocked and appalled that I could not view the 10/28/14 live stream on the internet! I do not have TV cable and therefore CNBC locked me out. It is unconscionable that CNBC denied access to such a significant event to a significant percentage of the American public. Shame on you!

---

**Ticket: # 619135 - Comcast Data Thresholds. DATA CAP - No matter what they want to call it.**

**Date:** 10/28/2015 6:33:26 PM

**City/State/Zip:** Wilton Manors, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

Without prior warnings or notice, received a message from Comcast this month that we had exceeded a data amount for the month and would be charged additional fees to cover. When we contacted Comcast to discuss, where told they could not show us a copy of data limit notices that might have been sent out in the past 24-26 months in our area, just that they had recently updated equipment in our area that could track individual accounts data usage and thus the wave of recent issuing of exceeding these limits going out to customers.

I have huge issues with this.

\* No prior warning or notice about data thresholds (limits, caps).

\* No warning that our account is nearing a data threshold (limit, cap) before doing so.

\* No way for consumer to self-monitor data usage to know if nearing or going over data threshold (limit, cap).

This seems like a blatant attempt to limit usage of competitive information and entertainment sources as well. If I watch Netflix instead of Comcast, I'll get hit with extra fees. If I access streaming music services instead of the limited music channels on Comcast, I'll get hit with extra fees. If I was a gamer and played online games instead of what's offered by Comcast... wait, they don't offer games, I'll get hit with extra fees.

---

[Ticket: # 619624 - Internet error from AT&T unsolved after almost a week and hours of support...](#)

**Date:** 10/28/2015 10:17:22 PM

**City/State/Zip:** New York, New York 10017

**Company Complaining About:** AT&T

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## Description

for the second time the simcard works perfectly on my Blackberry passport but fails on my Iphone 6. I need my internet to work, i filed a claim on Sunday they asked from me 3 days protocol CM20151025108041793. Of course i could not stay 3 days without internet so I've tried using the card on my Blackberry and it worked. Today I've tried the sim card back on my IPHONE again and wasted time with them all the same story again from 8:52pm (when i lost my dinner) until 10:10 just to hear that they will think about something to help me. I stress again the fact that even having the gigabytes of my plan in excess the phone only worked last week when i purchased extra internet packages it just do not work with the data included in my 60USD prepaid plan.

Is there any SLA laws to refund me for this utterly clueless customer service from ATT?

How long am i supposed to be treated like that.

Regards,

(b) (6)

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[Ticket: # 619716 - Comcast Lies Imposes Data Limits when they promised you wouldn't have them](#)

**Date:** 10/28/2015 11:54:26 PM

**City/State/Zip:** Jacksboro, Tennessee 37757

**Company Complaining About:** Comcast

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## **Description**

Comcast is lying to me about my data. When I signed up for Comcast I was told I would have no data limit. But they have been continuously imposing a data limit on me. They continue to lie to me and say it is required by the government for them to apply this data limit even though that is not true and that I was told when I signed up I would have no data limit. None of my neighbors have data limits. Out of everyone I know that has Comcast internet I am the only one with a data limit. I was promised when I signed up there would be no limits. Then they continue to impose limits and fees on me. And they continue to lie about my internet usage. They say I have used more than I have.

---

[Ticket: # 619723 - Overage charge for wifi by Comcast](#)

**Date:** 10/29/2015 12:03:51 AM

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

**Company Complaining About:** Comcast

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### **Description**

I signed with Comcast for Internet services. Was never informed by Comcast regarding data limit of 300gb per month. They want to charge \$10 for every 50 gb beyond 300 gb. I think that's cheating. They want me to pay additional \$35 for unlimited data for Internet services. I don't think that's ethical.

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[Ticket: # 619821 - Comcast caps](#)

**Date:** 10/29/2015 7:19:20 AM

**City/State/Zip:** Norcross, Georgia 30093

**Company Complaining About:** Comcast

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### **Description**

Imposed mandatory cap without notification of change of service. No option available to avoid cap.

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**Ticket: # 619885 - Comcast excess Internet Data Fee**

**Date:** 10/29/2015 8:53:49 AM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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### **Description**

I am appalled that Comcast now wants to add additional fees for using wi-fi in our homes. I am a current customer and have paid my internet fees every month for the past 6 or more years. Out of the blue, comcast now wants to add an extra fee depending on how much data we use in our own homes!! Wi=fi is wi-fi & it should not matter how much data we use in our homes. We have cable & internet in our home & now comcast wants to limit our internet usage to 300mps, of which to date , we have already gone over. It does not seem like a legal form of business and we would appreciate the FCC intervention on this matter.

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[Ticket: # 619953 - stop comcast from capping data](#)

**Date:** 10/29/2015 9:47:00 AM

**City/State/Zip:** Pompano Beach, Florida 33060

**Company Complaining About:** Comcast

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### **Description**

I use 8-900GB of data every month in average now comcast only allow you to use 300gb a month which is not sufficient. PLease stop comcast

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[Ticket: # 620207 - Comcast Internet Data Cap](#)

**Date:** 10/29/2015 11:24:01 AM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Aside from having horrible customer service and a monopoly in my city. They are limiting the Internet a household can use. A household with 4 people that go to college and work with the Internet cannot survive using 300GB of data. I am a middle class man who prefers to pay for health insurance or my children's food than more data that doesn't cost Comcast a dime!

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**Ticket: # 620253 - Comcast Data Caps**

**Date:** 10/29/2015 11:34:16 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has informed me that they will begin billing me at \$10 for every 50Gb of data I go over their 300GB cap. I currently have no way to find what my data usage is. They bury this in the website and when I finally found the page it said "Unable to retrieve usage information at this time. Please try again in few mins." When I tried again later, it still had the same message.

300 GB a month is unreasonable in the age of the internet we live in; where multiple devices in a home connect, where we stream video (including from Comcast's streaming service), where we backup our data to offsite locations, and where many people telecommute.

I only have one other real option for internet in my area, and that is AT&T Uverse, which I had previously. With them, my Internet Connection would drop 10 times a day which is unacceptable since I work from home.

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[Ticket: # 621556 - Suddenlink Connections Monthly Allowance](#)

**Date:** 10/29/2015 5:21:02 PM

**City/State/Zip:** Big Spring, Texas 79720

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink Connections in the Big Spring, Texas area have been enforcing what I believe to be unfair Internet Usage Caps. I would like the matter looked into.

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[Ticket: # 621606 - Comcast data caps](#)

**Date:** 10/29/2015 5:29:42 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Recently I found out that my internet is 300 GB cap. This was not part of the contract I sign with them since July 2015. I have their BLAST service which is 75 mbps. Now in October 1st they change the rules with a cap of 300 Gb and by the middle of the month my service consume this 300GB, now my account could be billed \$10.00 for each additional 50GB I use. I can't work with a lower speed nor paid more for something they decide to "cap" 3 months later I sign my contract with them.

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**Ticket: # 621637 - Data Overages****Date:** 10/29/2015 5:35:59 PM**City/State/Zip:** Cordova, Tennessee 38018**Company Complaining About:** Comcast

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**Description**

Since we've moved to Cordova Tn back in 2012 we've had comcast internet and cable. We never approached their data 'cap' at all up until 3 months ago. I online game and my wife streamed movies for almost a year and a half and never went over or even came close enough to get a warning. All of a sudden 3-4 month ago the warning messages started. We went over once, then twice, in two successive months. This needs to stop, we are not doing anything different, why should we have to pay more? They are trying to rip us off, that's why... there are no other internet providers in this area. Since there is not way to actually track the data we have to go on blind faith and trust them? I turned of my router for two days and still have usage, how is that even possible? The Modem is delivering data to where?

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**Ticket: # 622022 - Comcast Xfinity Hidden Data Limit****Date:** 10/29/2015 9:04:55 PM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

To Whom It May Concern,

I am writing today to file a complaint about Comcast Xfinity internet/ tv service. I signed up for Comcast recently, and at now point was I informed that the internet service I would be receiving would have a 300 GB/per month data limit. This fact was hidden from me, and never brought up by any Comcast representative I dealt with. I did not find out until I received a notification that I have run out of data for the month and I could be charged an additional \$10 to receive 50 additional GB. Limiting someones access to the internet is ridiculous in this day and age, it is downright absurd. I called in to complain about this and spoke to a representative who confirmed for me that I was within my 30 days window to cancel the service free of penalties, when I was transferred to a disconnection specialist, I was then told that my 30 days expired 3 days beforehand and I would now be charged \$230 dollars to disconnect. The underhanded tactics Comcast uses should not be allowed to continue. They strong arm customers and provide poorer and poorer service for more and more money. It makes me sick to think the United States Government lets them get away with it.

Sincerely,

**(b) (6)**

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**Ticket: # 622184 - Comcast 300Gb cap is bad business practice**

**Date:** 10/29/2015 11:44:59 PM

**City/State/Zip:** Hattiesburg, Mississippi 39401

**Company Complaining About:** Comcast

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## **Description**

Comcast instilling the 300Gb cap without the customers consent is fraudulent. People end up paying the same amount per month for a limited service which before they paid for unlimited data. The only way this would make financial sense is if Comcast lowered prices, but they didn't. They are still charging the same amount for a worse service.

In addition with today's internet browsing most people will surpass 300gb especially families with multiple computers. The figures given by Comcast that it will affect only 8% are erroneous. The only reason they implemented these caps is to compete with companies like Netflix because they are losing cable television subscriptions to them.

Overall this is a horrible business practice and Comcast should be reprimanded extensively for this because they already have a bad reputation and perform illegal activities frequently.

Thank you

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[Ticket: # 622258 - Comcast Internet Data Limit](#)

**Date:** 10/30/2015 3:42:46 AM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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### **Description**

I just realized Comcast is charging me extra money for going over a set limit for using my Wifi in my home- this is a bunch of horse shit! They should not be allowed to limit something I already pay a shitload of money for. There is no other company to get my internet from either. This is so fucked up.

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[Ticket: # 622425 - Clear internet company](#)

**Date:** 10/30/2015 9:54:49 AM

**City/State/Zip:** Brooklyn, New York 11233

**Company Complaining About:** Clear

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## **Description**

I have been a loyal customer of Clear for years. It was the only mobile internet company that was affordable and worked wonderfully for my daily usage needs. Sprint has recently bought the Clear company and soon there after set about closing down the internet service. I understand that companies only care about the bottom line but for people like me who live on a tight budget there are no reliable affordable internet service options. Allowing these huge companies to buy out the smaller ones leaves working class people out on thr fringes. We cant afford these expensive plans by the major data companies. That is why we were customers of Clear in the beginning. Where can we shop around to when all options are the same?

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[Ticket: # 622457 - Net neutrality](#)

**Date:** 10/30/2015 10:12:20 AM

**City/State/Zip:** Fort Worth, Texas 76133

**Company Complaining About:** Charter

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## **Description**

Leave the Internet alone! Internet speed should be equal for all. No company gets a preference over another company for Internet speed no matter how large the size. It is un-American to try to do dirty underhanded business in this manner. Hands off the Internet!

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**Ticket: # 622581 - An attempt to commit fraud or worse.**

**Date:** 10/30/2015 10:52:38 AM

**City/State/Zip:** The Villages, Florida 32162

**Company Complaining About:** Private Individual

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## **Description**

I have been receiving many offers like this, I believe it is an attempt at fraud or Identity theft or worse. I was A quality Assurance representative for the defense department before I retired and am afraid the person maybe trying to mine my computer for anything they might be able to use or sell. This is the last E Mail I received. Jim McCullar has decided to donate funds to you contact him via email (jimccullar120@qq.com) for claims. I don't know this person and there is no way I should be given anything from them. As far as I know there is nothing in my civilian account that could be dangerous. I think you will admit this is something suspicious and you should be made aware of it. I did E Mail them back stating I was contacting you, I hope they didn't gain access to my computer just by that action.

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[Ticket: # 622588 - internet cap](#)

**Date:** 10/30/2015 10:54:58 AM

**City/State/Zip:** Tampa, Florida 33615

**Company Complaining About:** Comcast

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## Description

Why the (b) are u people allowing this to happen?

Comcast just (b) of us over with a 300g cap

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**Ticket: # 622616 - Comcast Broadband Caps**

**Date:** 10/30/2015 11:04:10 AM

**City/State/Zip:** Sammamish, Washington 98075

**Company Complaining About:** Comcast

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## **Description**

Comcast, and the monopolistic contracts it maintains with towns and cities, combined with the punitive broadband caps and fees it institutes, should be illegal. Comcast is creating an environment where you can choose between not receiving Internet connections at all or paying high fees for using it "too much", especially in cases where you've cut the cord and opted to not use their TV cable service.

Because there is no competition in these areas people are left with very little to no choice. the FCC should prevent Comcast from instituting caps and should require a change to the way municipalities contract for services to prevent lockin monopolies.

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**Ticket: # 622947 - computer worm/koopface**

**Date:** 10/30/2015 12:27:55 PM

**City/State/Zip:** Mena, Arkansas 71953

**Company Complaining About:** Microsoft

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## **Description**

while downloading microsoft windows 10 and apps/updates, i received a virus or worm called koopface. an immediate blue error screen popped up informing me that it was a microsoft product and to contact (b) (6) for repair. he wanted \$200usd to fix my computer and i declined then i received another blue error screen from (b) (6) wanting \$250usd to repair my computer. these people said they were from microsoft. windows 10 plus updates and app are infected with virus' and worms and microsoft will not stop the infection.

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[Ticket: # 623087 - Comcast 300G cap](#)

**Date:** 10/30/2015 1:19:38 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Highly dissatisfied with a new 300G cap. I don't remember signing up for it or accepting it. This is not a reasonable cap with so 4 people in a household and a home office. I view this as a cash-grab and unfair. Thank you for reading.

---

**Ticket: # 623498 - Data Cap being enforced but I website error doesn't show usage**

**Date:** 10/30/2015 3:19:16 PM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

For several months I have been unable to check my data usage on Comcast's website. When I login to my account and go to the appropriate place, I see the following message:

Data Usage:

We're sorry. We can't load your internet usage meter right now.

(see attachment)

I find it unacceptable that I cannot check my usage but my ISP is enforcing a cap on my data usage. I have seen hundreds of other customers reporting this issue on different discussion forums so I know that I am not alone.

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**Ticket: # 624267 - Comcast Internet Cap**

**Date:** 10/30/2015 8:08:48 PM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** Comcast

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### **Description**

Comcast has introduced new internet usage caps. It is ridiculous and unfair that they are able to tell me that I can only use so much data, when they do not have any costs associated to the amount of data I use. I firmly believe that ISP should be regulated like phone companies.

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**Ticket: # 624271 - Comcast Data Cap/Overage fees**

**Date:** 10/30/2015 8:13:58 PM

**City/State/Zip:** Decatur, Georgia 30034

**Company Complaining About:** Comcast

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### **Description**

My "unlimited data plan" switched to a 300gb cap, and my overage fees are consistently \$60-80/month. I have repeatedly asked for an accounting of my usage, but I'm always left on hold for 1hr+, or directed to the xfinity site where the usage meter ALWAYS reads "data is unavailable". My service is then held hostage, disconnection unless the full bill is paid, and we need our internet service, so my hands are tied. Surely this arbitrary figure they throw out each month MUST have an accounting - some way for me to see just how much data is used, and when? I've NEVER been able to see it, and this is unethical at best, criminal at worst!

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**Ticket: # 624553 - Mediacom Data Caps**

**Date:** 10/31/2015 12:35:19 AM

**City/State/Zip:** Spirit Lake, Iowa 51360

**Company Complaining About:** Mediacom

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### **Description**

Mediacom is capping the data you can use per month, and charging extra if you go over it. The plan we're on is only 15 Mbps down, and we easily hit that with online video streaming.

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[Ticket: # 624566 - Internet Data Caps](#)

**Date:** 10/31/2015 12:46:40 AM

**City/State/Zip:** Germantown, Tennessee 38138

**Company Complaining About:** Comcast

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## **Description**

I live in Memphis, TN. In my area Comcast limits my internet data consumption to 300 GB, which completely rules out being able to be a "cordcutter" and only use services such as Hulu and Netflix for my media consumption. I believe Comcast is using its massive control over the Internet infrastructure to limit the use of streaming and force people to pay for their cable packages in order to consume the media they want.

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**Ticket: # 624626 - Comcast Data Caps**

**Date:** 10/31/2015 1:53:40 AM

**City/State/Zip:** Belleville, Michigan 48111

**Company Complaining About:** Comcast

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## **Description**

To the FCC,

Technology has changed the way our world functions. Few can say they predicted exactly where we are today. With high definition video of our children's birthday parties or our favorite TV shows available so easily over the internet, the internet's bandwidth is an important topic. Comcast is pushing a 250 gb or pay \$30 extra in trial areas with plans to expand further. This move is anti competitive, structured to hurt and damage other profit media across the wire. Comcast claims the caps will only affect a small portion of its highest users, but is already charging companies providing the services to begin with. Effectively they wish to double dip. Combined with a ridiculous merger with NBC, Comcast has motive to cap or inconvenience Netflix or other streaming media service users.

I urge the FCC to investigate into Comcasts monopolistic practices and take action immediately. I believe there are those who still have faith in our system at work, and I believe whomever must take note will do so and take action.

Thank you and with great sincerity,

(b) (6)

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**Ticket: # 624639 - Comcast - Data Caps**

**Date:** 10/31/2015 2:25:54 AM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

I am a simple man. I love the internet like most of us. I see the internet as a utility, much like running water. And like water, the internet has the power to revitalize us. But of course, it can also entertain us, bring us closer to each other -- connect us. The internet is certainly a utility like no other. So then what kind of world would we have to live in, where one very profitable company might say: you are only allowed 2,500 gallons of water per month. As water is necessary to the human body, this world would have to be a very sick place. But, how crucial is the internet to connecting us -- entertaining us -- allowing us to solve our problems together, on a global scale? I certainly respect this analogy, and I think the general population does as well. Limiting our intake of information is ludicrous and baseless, and frankly a bit alarming. It almost seems like a joke; Comcast -- the gatekeeper of our information, a giant of profit and power -- wants to close the valve just a bit? How could this tiny drop of water be meaningful to this giant? It undoubtedly means the world to me.

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[Ticket: # 624642 - Comcast Data Cap](#)

**Date:** 10/31/2015 2:27:38 AM

**City/State/Zip:** Dania, Florida 33004

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping the use of home internet in my area to 300GB/month. They offer an unlimited service for an additional fee. I feel as though this limits my potential greatly, as though my innovation is stifled. I also feel as if this is a violation of net neutrality. Please address this issue to keep the internet without limits. On a side note, also hold comcast accountable for the taxpayer dollars they received to expand our infrastructure, but pocketed.

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[Ticket: # 624652 - Comcast Introducing Internet caps](#)

**Date:** 10/31/2015 3:07:52 AM

**City/State/Zip:** Joliet, Illinois 60431

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun implementing 300 gigabyte per month caps on their internet service with over charges of \$10 per 50gb. My household routinely uses our comcast connection to watch netflix, streams from twitch.tv as well as online game including downloading of said games. The implementation of this cap directly affects us by forcing us to pay a premium for content we consume on the internet and by forcing us to no longer use services that compete with comcast's tv subscription.

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[Ticket: # 624683 - Comcast: current service, coming caps and lack of competition.](#)

**Date:** 10/31/2015 5:03:42 AM

**City/State/Zip:** Ypsilanti, Michigan 48287

**Company Complaining About:** Comcast

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## **Description**

Comcast has sole Broadband\* service to my neighborhood, leaving them with an effective monopoly. Their roll outs of metered service in the name of \*fairness\* is the epitome of abuse of a captive audience. They are using bandwidth to ensure that their stream of information is foremost. This is especially concerning considering the coming elections.

\*There are alternatives; at 2/3 the price and 1/50th the speed. That is not competition.

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**Ticket: # 624691 - Data Cap**

**Date:** 10/31/2015 5:54:46 AM

**City/State/Zip:** Willowbrook, Illinois 60527

**Company Complaining About:** Comcast

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### **Description**

I noticed on my account that it says that the current cap of 250GB (is that a joke?) is not active currently. Expect -a lot- of complaints from my area if that ever goes into place. I know there is a lot of us that work from home and if this is enforced I will do everything in my power to make sure everyone I know puts in a complaint. This is absolutely awful that you allow something like this to happen. Comcast better not and you better not allow them to ever enforce that cap. The price is already absurd.

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**Ticket: # 624706 - INternet Data Cap**

**Date:** 10/31/2015 7:51:17 AM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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## **Description**

Comcast limits our data use to 300GB a month. There are no other options in my area for high speed internet. No competition for high speed internet in our area or we would happily switch.

This is exactly like cellphone companies that used to whine about losing their shirt with how much it cost them for minutes while data cost them nothing... so we all started to use data and text instead and suddenly minutes don't cost them anymore, those are unlimited again its DATA that costs them and text and now we need to cap those! Same lies, different service.

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**Ticket: # 624718 - Possibility of upcoming Data Caps**

**Date:** 10/31/2015 8:24:23 AM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Comcast

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## **Description**

I just wanted to say the year is 2015, Streaming Movies, TV Shows, Streams and Music are all options through sites such as Netflix, Hulu ,Pandora, Spotify, Twitch, YouTube and More. The Option to Stream in 4k is also on the Horizon and available on a few things already. With That said Video games are also absolutely massive, some clocking in at 40+ Gigs not including patch updates which is sometimes 10+ gigs. The absurdity that a cap may be and eventually will be put in place is downright mind boggling considering what is available on the internet. People already pay for your service and a hefty sum at that and you want to limit them on the service they are already paying for?, Please.

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**Ticket: # 625315 - Comcast and Data Caps**

**Date:** 10/31/2015 4:27:06 PM

**City/State/Zip:** Saint Augustine, Florida 32086

**Company Complaining About:** Comcast

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### **Description**

Comcast will be capping my internet at 300 Gb a month, and with Netflix and steam games, i average well over that each month. They want to CHARGE me to do what I am already doing. And there isn't anyone I can switch to that has comparable speeds or is datacapless.

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[Ticket: # 625402 - Data Caps](#)

**Date:** 10/31/2015 6:27:33 PM

**City/State/Zip:** Los Angeles, California 90041

**Company Complaining About:** AT&T

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## **Description**

I rely on streaming video for my work, and AT&T bogs down my internet to absurdly slow speeds when I try to load up my video. It will typically take up to two or sometimes three hours for a video to load whereas when I load on other WiFi networks it takes less than 20 minutes. It is utterly absurd that AT&T can get away with this.

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[Ticket: # 625482 - Comcast data capping](#)

**Date:** 10/31/2015 7:47:59 PM

**City/State/Zip:** Hollywood, Alabama 33023

**Company Complaining About:** Comcast

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### **Description**

Comcast capping my internet data in the middle of my agreement limiting me to 300 gigs per month.

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[Ticket: # 625484 - Comcast](#)

**Date:** 10/31/2015 7:49:32 PM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

Comcast restricting use of broadband placing caps on bandwidth.

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[Ticket: # 625800 - Data caps](#)

**Date:** 11/1/2015 12:01:25 PM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

Comcast has started putting caps on data. They have a clear conflict trying to extort money from people who use streaming services over their cable services (even though I subscribe to their cable service already).

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[Ticket: # 625805 - Data Caps](#)

**Date:** 11/1/2015 12:07:29 PM

**City/State/Zip:** Newburyport, Massachusetts 01950

**Company Complaining About:** Comcast

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## **Description**

You and I both know that treating data like a finite resource is completely ludicrous.

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**Ticket: # 625839 - Comcast Data Cap**

**Date:** 11/1/2015 1:09:13 PM

**City/State/Zip:** Pompano Beach, Florida 33062

**Company Complaining About:** Comcast

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## **Description**

Comcast recently imposed a 300 GB internet cap in South Florida. I am told I am going over the last week of the month through obnoxious emails, phone calls, and browser window pop ups. However, when I log into their site to try to see what is pushing my data usage up, all I see is "Data usage details are unavailable at this time." I already have a large monthly bill for their internet and cable tv programming. I have no way to currently know what is using the most internet at my house.

This is a violation of internet net neutrality laws, which will stifle innovation. The change is just another greedy move by Comcast meant to squeeze consumers for some more monthly cash where there is little competition.

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**Ticket: # 625841 - Data Cap on home internet**

**Date:** 11/1/2015 1:10:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

300GB internet forces us to limit our children's educational online videos, limit our own streaming services (Netflix, Amazon, YouTube, and etc), and also prevents me from rebuilding computers (drivers and ISO are large files). The result which I feel like is the goal of Comcast is to prevent us from "cutting the cord" and watch more TV with advertising that they get profit from. Also, when I signed up, this information was with held from me. As a family in whole, we have to add the new responsibility of balancing data usage. This was never a concern when I had Comcast in a different state.

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**Ticket: # 625878 - Comcast 300GB data limit**

**Date:** 11/1/2015 2:01:20 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## **Description**

This is my second complaint, as the first time they told me that their 300GB data limit is fine, and is not against net neutrality.. They refused to lift my data limit, and we are no long able to use the services like netflix, and online gaming the way we would like to. I am /PAYING/ for these services to be treated like a trial service..(Only trial things have limits and caps)

There also aren't really any other companies to choose from other than comcast.. why are they allowed to to have a monopoly on the area?

I would also like to comment that out of the 50MB/s I am /PAYING/ for I can only ever seem to max out at 10.. and this 10MB is shared between all the computers in my house. So for example I am downloading a game from Steam (which is another service I pay for) and it is downloading at 10MB/s, if another computer starts streaming a video from Netflix or Youtube, my download speed will drop.

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[Ticket: # 625967 - Comcast data cap](#)

**Date:** 11/1/2015 4:04:23 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Comcast

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## **Description**

Comcast has limited our monthly data usage to 350gb per month with a fine for going over during the calendar month. Comcast is the only cable provider in my area so I have no other acceptable option for Internet access.

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[Ticket: # 626011 - Comcast data cap](#)

**Date:** 11/1/2015 4:33:12 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

This cap has been hidden in the fine print. It should be clearly states when you sign up for the service, so one knows to stay away. It's just a way for Comcast to limit the rise of Internet video streaming. End this practice now please.

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**Ticket: # 626025 - Possible Net Neutrality violation****Date:** 11/1/2015 4:41:54 PM**City/State/Zip:** Chamblee, Georgia 30341**Company Complaining About:** Comcast

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**Description**

My wife and 2 children live in an apartment complex where we only have 1 option for internet service. We signed up with Comcast for internet. We don't subscribe to cable and instead use Netflix and Hulu. After our 2nd month, we were informed that we exceeded our bandwidth limit. Just a week into the month and we exceeded the 300GB limit they apparently impose (but failed to advertise when we signed up). They provide 3 complimentary months of "overages." Upon further investigation, we discovered that if we subscribe to their cable service, they don't count bandwidth used by their online app for watching movies and TV. If we didn't want to pay hundreds of dollars in overages every month, our only option would be to stop using competing services (Netflix and Hulu) and subscribe to their cable service. We also found out that we're in a "trial" city and that this new practice is limited to only a few cities. It certainly seems wrong that we can't use competing services without Comcast charging us extra. Streaming a single HD movie online uses about 5GB / hour. With 2 adults and 2 children watching different content, that 300GB limit is laughable.

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**Ticket: # 626028 - INTERNET SCAM**

**Date:** 11/1/2015 4:43:42 PM

**City/State/Zip:** N. Dinwiddie, Virginia 23805

**Company Complaining About:** Verizon Wireless

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## **Description**

Familiar internet phishing scam in use on 'craigslist'. Poster asking for bank and personal info....says needed in order to pay you for some insignificant task involving cleaning or errands, usually overcompensation type offer. This one is not new. It is below as a copy and paste:

Dear Applicant,

Thanks for the response, your email has been reviewed and approved. Unfortunately, the position you applied for has been occupied, so I am offering you another position to work as my Personal Assistant.

My name is (b) (6), 53years of age from Jacumba California. I'm a business entrepreneur, a human capital investor and philanthropist maintaining established business relationship with diverse companies within and across the Globe. My recent engagement and subsequent business expansion necessitates the role of a Personal Assistant who will help leverage my work load in order to ensure timely delivery of services and attendance to matters of concern and as such eschew excess backlogs and unattended briefs.

The sensitivity of this position warrants the office holder to be upright, responsive, accountable, trustworthy, empathic, persevering, honest and willingly ready to go an extra mile.

Basic wage is \$500.00 per week

I tend to have a very busy schedule at moment, please note that this position is not office based for now due to my frequent travels at the moment. It's a part-time work from Home for now. I'm currently away for some property survey in the North America Caribbean Island Puerto Rico, Europe and Kuala-Lumpur Malaysia. I'll be back to the states in three weeks time. So, I need an assistant to handle dealings for me on the home front when away on business which is habitually quite often. I need someone who can be able to reply to Emails in a prompt manner.

This is just an explanatory message, as time goes on we should be able to arrange a proper meeting upon my arrival. I do have a number of things you could help me with this week if you will be within reach for me. If you're interested in the offer, this could act as a good start to our working consanguinity.

DO CONFIRM ACCEPTANCE OF THIS POSITION BY PROVIDING THE BELOW DETAILS.  
DECLINE THE OFFER BY NOT REPLYING, OR SAYING NO.  
PLEASE COMPLETE THE APPLICATION FORM REQUIREMENT BELOW :

FIRST NAME:  
MIDDLE NAME:  
LAST NAME:  
HOME ADDRESS WITH APT # :  
CITY:  
STATE:  
ZIP CODE:  
HOME PHONE #:  
MOBILE PHONE#:  
SEX:  
AGE:  
PRESENT JOB:  
NATIONALITY:  
ANY VALID ID CARD:  
DO YOU HAVE A BANK ACCOUNT:

Best Regards.

(b) (6)

Can't you guys send a virus to their email or something? How about going over there and.....oh well.

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**Ticket: # 626194 - Comcast Data Limits**

**Date:** 11/1/2015 6:25:06 PM

**City/State/Zip:** Tuscaloosa, Alabama 35401

**Company Complaining About:** Comcast

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### **Description**

My internet service provider, Comcast, has recently introduced a 300gb data limit upon me. Any amount used over this arbitrary limit and I am charged extra for simply using the Internet. As a student in a CS major, access to the Internet is vitally important to me, as I cannot do my work without it. I cannot afford to pay unjustified overage fees only to line to pockets of Comcast executives. Please investigate and stop Comcast from issuing these ridiculous overage fees and ban all data limits. Thank you.

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**Ticket: # 626291 - Comcast: Complete Failure of Paid Services without Notice****Date:** 11/1/2015 7:25:38 PM**City/State/Zip:** Houston, Texas 77082**Company Complaining About:** Comcast

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**Description**

I've been a Comcast subscriber for several years and been completely dismayed by their services. They recently coerced me into a contract service that I require in order to work from my home, and for prolonged periods of time I have been completely without internet communication for hours and days on end. When contacting customer service I'm mislead and lied to and even told that the issues are my fault. However, after spending hours on end with support representatives and finally being escalated to supervisors I'm finally made aware the issues are being caused by individuals mismanaging my account and even accessing my information without my permissionZ they're working intentionally to disrupt my service in hopes of causing issues with work.

Their accounting practices are also fraudulent and I've proven on numerous occasions they bill in a way that is impossible to reconcile and choose to force you into threatening to cancel your service before temporarily modifying the terms, regardless of previously underwritten contract agreements, in order to distract customers, then return to the heinous billing practices during following billing cycles.

This companies procedures are illegal and are consistently treacherous and deceitful. I've recorded numerous conversations in which representative have manipulated the call and hung up on customers after countless hours, especially when service is completely down.

I'm at my wits end and believe with all the information I've gathered that it's time for a class action lawsuit. These people care nothing about am consumers and will not be stopped until there has been government intervention.

I ask that you take action to address their fraudulence in an effort to create a better experience for all consumers!

---

**Ticket: # 626311 - Data caps**

**Date:** 11/1/2015 7:42:32 PM

**City/State/Zip:** Meadville, Pennsylvania 16335

**Company Complaining About:** Armstrong

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## **Description**

My cable company is using its monopoly of the Internet service in this area to force it's customers to submit to data usage caps. My \$59.99 plan does not allow me to use my service to the extent that I need, and I have paid between \$15-45 a month extra nearly every month since the adoption of these arbitrary limits. I have no other options for Internet at my home, or else I would have abandoned my service as soon as these limits are announced. My \$59.99 should be getting me 50Mbps but when I run a speed test I'm usually at 25Mbps. I'm getting half my speed and then getting billed extra to use it. These business practices would not be acceptable in any other industry, but seeing as there is no competition, I have no choice but to suck it up and pay, or go without the Internet.

---

**Ticket: # 626341 - Comcast Data Caps**

**Date:** 11/1/2015 8:14:11 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

Hello

Recently, I found out that Comcast put a cap on my data at 300GB. I have been granted a customary 50 GB of data before I am hit with a \$50 overage fee. This is not a very customer friendly practice especially when using Netflix and streaming videos is common in our modern day life. It is extremely easy to blow through this 300 GB. It is not exactly fair when I have to stream videos for my online classes only to be hit with an overage fee.

Please help us.

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[Ticket: # 626345 - ISP Monopolies](#)

**Date:** 11/1/2015 8:15:12 PM

**City/State/Zip:** Bolton, Massachusetts 01740

**Company Complaining About:** Comcast

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## **Description**

The ISP companies of today are insane and outright ridiculous. The monopolies these companies hold are infuriating. They are now capping our data and using their monopolies to add unreasonable and unjustifiable fees to their customers

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[Ticket: # 626362 - Data Caps](#)

**Date:** 11/1/2015 8:26:51 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to cap data in certain areas where there are no other viable options. They also shouldn't be able to cap data at all. As I understand it Internet is and should be treated like a utility and just as the water company cant shut off your water, Comcast cant cap data

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[Ticket: # 626411 - Comcast data caps](#)

**Date:** 11/1/2015 9:06:27 PM

**City/State/Zip:** Highland, Michigan 48356

**Company Complaining About:** Comcast

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## **Description**

Caps on data are obscene and need to be investigated and protected against. When we're paying \$60-\$80+ for substandard internet that has ridiculous caps that any family will easily surpass just using Netflix, while other countries offer Internet for a fraction of the price that is much faster and without caps, there is something wrong. This needs to be stopped.

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[Ticket: # 626554 - Internet Data Cap](#)

**Date:** 11/1/2015 10:36:02 PM

**City/State/Zip:** Ft Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping my Internet at 300GB, this is not right.

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[Ticket: # 626603 - Att blocks some websites](#)

**Date:** 11/1/2015 11:19:00 PM

**City/State/Zip:** Portland, Maine 04104

**Company Complaining About:** AT&T

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### **Description**

At&t has blocked WWW.m.streamlive.to from watching live contents on mobile .the website works but when I try to stream it .it just stops .however,When I use TWC or Verizon it works great.Please check it out. Thank you.

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[Ticket: # 626633 - COMCAST internet data cap](#)

**Date:** 11/1/2015 11:52:16 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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### **Description**

I have recently read reports that COMCAST will begin capping internet usage for some customers. I feel that this policy could get completely out of hand. Unfair and in this day and age, just silly. Please put a stop to this practice.

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**Ticket: # 626639 - Comcast Internet Cap Abuse**

**Date:** 11/1/2015 11:57:24 PM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Comcast

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### **Description**

I think its unmoral and atrocious what Comcast is doing and the monopoly they're trying to run. If we Americans let this happen who knows what the company are willing to do? Now all of the sudden Comcast wants to set caps of our Internet usage? That is just unfair and undemocratic. Not only are they forcing their new regulations on us but they also run the market and their regulations dont allow other companies to offer the same services in the area; talk about democracy. This is sad and the government needs to put an end before it gets too late.

---

**Ticket: # 626676 - Comcast Monthly Data Limit****Date:** 11/2/2015 12:38:20 AM**City/State/Zip:** Topsham, Maine 04086**Company Complaining About:** Comcast

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**Description**

Comcast's monthly data limit of 300GB before they start charging even more for their ridiculous service is asinine. We pay quite a bit for internet, which, honestly has a terrible price/performance ratio when compared with other ISP providers. Why is it then, that I am subject to a 300GB limit when we live in a world that requires internet usage?

My family household has 4 members, and we all love to stream entertainment. Whether that is through Amazon Prime, Netflix, Hulu, Twitch or more, the data limit is easily reached. Comcast is the ONLY ISP provider in my area and I cannot believe this is allowed. I can only imagine Comcast is upset that people are streaming through other sources and not using their services (i.e. cable TV) and want a cut of their services. In the mean time, they will continue to charge us more and more, while we have no alternative at all. When purchasing ANY digital content online (movies, games, programs), I have to carefully consider, will this put me over the limit, and thus have me pay more money? A blockbuster video game downloaded digitally is now roughly 50GB. That is 1/6th of my monthly's data usage just for buying a product through the internet. This is completely unacceptable and Comcast needs to be investigated for their monopoly practice.

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[Ticket: # 626682 - Comcast abuse of market power](#)

**Date:** 11/2/2015 12:45:52 AM

**City/State/Zip:** Chicago, Illinois 60623

**Company Complaining About:** Comcast

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## **Description**

Comcast has been operating against the best interests of consumers and its customers by taking advantage of its market power to raise rates while decreasing service, targeting areas where it has no competition.

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[Ticket: # 626732 - Data cap placed on internet usage](#)

**Date:** 11/2/2015 2:27:46 AM

**City/State/Zip:** Memphis, Tennessee 38120

**Company Complaining About:** Comcast

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## **Description**

I was recently notified by email from Comcast that I was nearing my monthly data limit for internet usage. A data limit was never specified when signing up for Comcast internet and was never mentioned in any capacity until I received a data usage notice. It appears that I am part of a "data usage trial area" as specified on their website. This is an abuse of their near monopoly in my area.

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[Ticket: # 626708 - Stop Comcast data-caps](#)

**Date:** 11/2/2015 1:47:50 AM

**City/State/Zip:** River Forest, Illinois 60305

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to institute data-caps, which are only viable due to monopolistic practices. This will restrict poorer Americans ' access to the internet, and will generally hamper internet use nationwide

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**Ticket: # 626714 - broadband caps**

**Date:** 11/2/2015 1:52:33 AM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

In the ever forward moving March of progress. Why should Americans be subject to broadband caps that limit the research, documentaries. Self help videos etc that one can watch and pursue at their own leisure.

Perhaps. Making cable a utility such as Internet was deemed a human right by the U.N. Perhaps we as a country should try to catch up with the rest of the 1st world, rather than continue to be has beens and slip into obscurity, as we as a people as a nation, as a whole fade away, and become one nation under corporation.

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**Ticket: # 626770 - Capped Bandwidth**

**Date:** 11/2/2015 3:30:27 AM

**City/State/Zip:** Battle Ground, Washington 98604

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently trying to gouge more money from its cord cutting business model by putting a bandwidth cap in test areas. They don't have congestion issues and there is literally no point to it other than to get more money out of cord cutters.

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[Ticket: # 626854 - Data caps](#)

**Date:** 11/2/2015 8:45:14 AM

**City/State/Zip:** Charleston, South Carolina 29403

**Company Complaining About:** Comcast

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## **Description**

They have a monopoly in my area and are increasing the prices unjustly.

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**Ticket: # 626885 - Comcast/Xfinity Data Caps**

**Date:** 11/2/2015 9:14:05 AM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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### **Description**

My household and several of my friends received a notification that we were "exceeding our allotted data" for the month. This is unacceptable. That is all.

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**Ticket: # 626929 - Comcast Data Caps in Atlanta****Date:** 11/2/2015 9:41:31 AM**City/State/Zip:** Smyrna, Georgia 30080**Company Complaining About:** Comcast

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**Description**

Comcast has been enforcing bandwidth caps of 300gb/month in Atlanta and charging an extra \$10 per overage of 50gb. Now only is this unnecessary, but it is unfair. They have been documented saying that this has nothing to do with technical restrictions, but rather, is a financial decision. In short, they are punishing those who aren't enrolled in their expensive Cable TV plans that resort to streaming video off of Video Streaming Services such as Netflix, Hulu, Youtube, etc.

This cap has made it difficult to use our internet as we please as I feel as though I have to police the data use at the house, nor can I use my online backup services any longer as they are very bandwidth intensive. I know I speak for many residents and friends of Atlanta when I say that Comcast is abusing their monopoly over the area and I have no doubt their "trial bandwidth caps" will disappear when Google Fiber moves into the area, just like Time Warner's did in Austin.

When speaking to Comcast about this, they are more than happy to suggest that you move over to their Business Service (Minimum \$200/month) for unlimited data. Now they're rolling out (seemingly truly) unlimited data for an additional \$30/month. They're proving more than ever that this is just a shameless cash-grab with this "new service". Please investigate their malpractice and abuse of their customers. Thank you.

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**Ticket: # 626953 - Comcast**

**Date:** 11/2/2015 10:05:52 AM

**City/State/Zip:** Kodak, Tennessee 37764

**Company Complaining About:** Comcast

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## **Description**

The insanity of their new programs, here in Knoxville Tennessee is too much. Charging extra, on the basis of 'Because we can' just to stifle the use of streaming services like Netflix, which take business away from their cable service.

This is a trend, and while it's only Comcast now, if they set the tone and the other's follow, people trying to break away from cable companies will be looking at bills doubling or tripling in price. With an hour of HD media running 2.3 gb per hour, with the 4k standard, slowly being adopted, using up to 5gb an hour, that alone could devour a plan. Not to mention anyone else in the house using it and slowly trickling away at that 350gb they offer.

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[Ticket: # 627009 - comcast data caps](#)

**Date:** 11/2/2015 10:30:37 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping my data usage every month. This is being done not to help with network latency, but in an attempt to undermine my ability to stream media online.

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[Ticket: # 627030 - Comcast data caps](#)

**Date:** 11/2/2015 10:38:03 AM

**City/State/Zip:** Lake Zurich, Illinois 60047

**Company Complaining About:** Comcast

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## **Description**

Comcast does not have the right to put caps on the data.

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[Ticket: # 627035 - Comcast bandwidth cap](#)

**Date:** 11/2/2015 10:39:08 AM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently exercising a bandwidth cap in my area for no other reason than to extort unreasonable and unjustifiable fees on customers for a very limited amount of data that is used up very quickly and easily by watching Netflix, playing video games, and streaming. It is a means to recoup what they see as "losses" from cord-cutters who no longer subscribe to cable TV.

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[Ticket: # 627069 - Net neutrality](#)

**Date:** 11/2/2015 10:56:57 AM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

The telecoms are using their monopolistic positions to extort unreasonable and unjustifiable fees from customers. I do not agree.

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**Ticket: # 627116 - COMCAST 300GB Internet Data Usage Monthly Plan**

**Date:** 11/2/2015 11:08:40 AM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

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## **Description**

I watch Netflix when I am home during the weekend. COMCAST began the trial study of my service by imposing 300GB limit on my plan. If I exceed that, I will be charged additionally. This weekend I accrued 16GB of data. If I multiply this by 30 days, I will surely exceed 300GB. But COMCAST said that based on my usage, I would not exceed the 300GB. I hope that FCC takes action... This is just another way for greedy cable companies to charge their customers extra. I remember COMCAST doing this back in the mid 90's when I lived in Jacksonville, FL and I believe there was intervention. If a customer is paying less than \$60 a month, the phone continues to ring to sell you other plans. If COMCAST is not getting at least \$100 from its customer, they are not happy. Please do something before the plan becomes 100MB, then we all start paying all these additional fees.

Thank You!

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[Ticket: # 627123 - Comcast Data Cap for home internet](#)

**Date:** 11/2/2015 11:10:34 AM

**City/State/Zip:** Charleston, South Carolina 29407

**Company Complaining About:** Comcast

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## **Description**

Comcast has capped the data that I'm allowed to use at my home to 300 GB. This negatively impacts my ability to stream movies and TV (especially in HD) and requires that I pay them MORE to extend the cap. This is ridiculous, I already pay 100\$ a month for the lowest quality internet that I have ever used. Now I have to pay fees to use the internet that I already paid for?? The spotty internet that cuts out every 25 minutes?? If there was ANY other provider in my area I'd switch out of principle but I have zero options.

---

**Ticket: # 627227 - Unreasonable Data Caps & Overage Fees**

**Date:** 11/2/2015 11:35:25 AM

**City/State/Zip:** Cranberry Twp, Pennsylvania 16066

**Company Complaining About:** Armstrong Cable

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**Description**

Armstrong Cable is capping data and charging unreasonable amounts for overages. There is no competition for cable internet service in our area so we have no choice but to comply.

Finding information about data allowances is hidden in a 30+ page PDF on their website (attached).

Please either do something to spur competition or prevent sneaky money grabs for essential services.

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[Ticket: # 627564 - Internet Data Cap of 300Gb](#)

**Date:** 11/2/2015 1:00:22 PM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** Comcast

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## **Description**

Comcast's limit on 300Gb a month should be illegal and hinders an open Internet concept. Its not like we will run out of internet as a resource. This is just a fictional Cap that should have never been put in place.

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[Ticket: # 627649 - Comcast Data Cap](#)

**Date:** 11/2/2015 1:26:15 PM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping my residential internet access for no reason then asking me to pay more for an unlimited plan.

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**Ticket: # 628025 - Data Caps and Usage Monitor****Date:** 11/2/2015 3:10:10 PM**City/State/Zip:** Savannah, Georgia 31419**Company Complaining About:** Comcast

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**Description**

The restrictions and arbitrary limits being place onto customers by cable companies, in this instance Comcast is completely against customer interest. In a society based largely on connectivity, how are these companies allowed to actively inhibit innovation? A 300GB "usage cap" on a 75Mbps connection. The speed is good, I will admit. There are cheaper and more preferable companies out there, just none in our area. So I am stuck here in Savannah, a "test market" for Comcast usage meters. My main issue is, that there is no reason for these caps. If someone goes over 300GB they are automatically billed the \$10 and receive an additional 50GB. That right there says that this is strictly about gouging customers and not within customer interest. If there really was some theoretical shortage of data able to pass through Comcast network, shouldn't they be responsible for the "on-us?" Why pass the buck to customers instead of updating infrastructure to be able to handle the volume of traffic they have willingly taken on? Further evidence that these caps are completely arbitrary is the introduction of the monthly fee for unlimited usage. What happens if everyone opted in to the fee and Comcast was right back where they started? Would it increase in price? Is that fair? People are paying \$30 more to receive the service they originally signed up for. My household, though currently under the cap we have not exceeded the limit of 300GB. I am not going to sit idly by though. I am on my computer constantly. I am an IT manager, I work remotely and have to connect through a VPN regularly as well as use cloud storage. Its just a matter of time before this effects my household. I look at the Comcast usage meter, and it appears to be wildly inaccurate. For September it had my usage at less than 1Gb which is literally impossible as I downloaded several 5+ GB programs. For October it was more realistic at 145GB but I feel like that is still on the low end. That brings into question, who is in charge of the oversight of these meters? Is Comcast solely the ones monitoring these meters? How can we as consumers insure that we are using what Comcast says we are using? There needs to be a transparent avenue for customers to see exactly what and when is being measured as usage. Comcast cannot really expect to enforce their new cap without a clear and concise breakdown of usage, that is completely ridiculous. This is the internet age, current ISPs and especially the ones involved in Cable service are actively trying to stifle the use of internet in place of cable. There is no reason for an internet only connection to be priced even remotely as high as a cable package but we've seen it time and time again. I don't want TV personally, but its nearly as expensive to have just internet so we as consumers feel like its a better deal to tack on the service. I know nothing is going to change because of this complaint. I just wish we could get some real answers to consumer questions. In the case that anyone reads this and does have some information other than "were sorry you feel that way, were trying new things." I will list my questions below.

1. What is expected to be accomplished from usage caps?
2. What is the money from overages being used for/Can we expect network upgrades?
3. If the number of people on your network streaming is causing so many issues that a cap is required, what are future plans with the increase of streaming bit rates and larger file sizes?
4. Living in Savannah, a test area, when is the test going to be complete?

5. Is anyone looking into a more realistic cap, if there has to be one? 300GB is arbitrary, so why not 500GB? The 2TB plan isn't capped and I assume they use a significant bit more than those of us at 75MB and below.

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**Ticket: # 628526 - ISP Monopoly**

**Date:** 11/2/2015 5:39:17 PM

**City/State/Zip:** Laurel, Maryland 20707

**Company Complaining About:** Verizon Wireless

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## **Description**

The problem is the lack of healthy competition in my area and the prices are outrageous !

A new provider such as Sonic or Google Fiber would introduce Competition again and would benefit us , The consumers greatly

FCC under Title II Section 201 has the power to enforce that.

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**Ticket: # 628689 - Competition between ISPs**

**Date:** 11/2/2015 6:25:45 PM

**City/State/Zip:** Spring, Texas 77379

**Company Complaining About:** AT&T

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## **Description**

There needs to be more competition between the different ISPs. They are all in cahoots with each other and care for nothing except lining their pockets.

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[Ticket: # 628770 - End the monopoly](#)

**Date:** 11/2/2015 6:43:43 PM

**City/State/Zip:** Altamonte Springs, Florida 32714

**Company Complaining About:** Comcast

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## **Description**

We need to end the no-compete clauses that prevent competition in the field of internet service. It's completely out of hand, and against everything a free market is supposed to stand for. Break them up or open it up. Both, preferably.

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**Ticket: # 628796 - Comcast Usage Data Caps**

**Date:** 11/2/2015 6:52:55 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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## **Description**

Comcast is using their practical monopolistic control over my (Florida) area to impose a horrible usage cap of 300 GB a month to a household. Not only did they do this in my area without any notice to me but this is all in the name of "fairness." Please note that something as simple as downloading a game that is 50GB in size will take 16% of my total monthly budget. Then as I use netflix or Hulu (internet based streaming services) my budget is completely decimated in a couple of days. And that is what this is about, they want to punish the households who are "cord-cutters" or the people who only use internet services and don't pay for cable or satellite services. Comcast says we can pay 30 extra dollars a month for unlimited data or we can end up paying \$10 dollars for every 50GB we go over. Now, my household being cord cutters is using 500+ gb a month and my bill is shooting through the roof with absolutely no notice and these fees as borderline extortion. I can't until Google Fiber gets to Florida.

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[Ticket: # 628918 - Comcast complaints](#)

**Date:** 11/2/2015 7:29:22 PM

**City/State/Zip:** Jupiter, Florida 33477

**Company Complaining About:** Comcast

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## **Description**

I want my Internet to perform as advertised

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**Ticket: # 628994 - Usage Caps on Internet Accounts**

**Date:** 11/2/2015 7:53:28 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast

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**Description**

It is completely unfair to consumers who pay a monthly fee to access the internet as a service who now have to pay for Data Usage Caps.

It is not reducing burden on the network or any congestion by any convincing amount. I'm quite upset that this practice is turning quite common!

---

[Ticket: # 629064 - Comcast enforcing monopolistic ISP practices](#)

**Date:** 11/2/2015 8:16:33 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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## **Description**

As of late I have been reading about Comcast enforcing relatively low broadband caps, primarily in areas without competition, and primarily in areas with less technologically educated customers.

This seems like flat out monopolistic behavior designed to combat streaming video, and it worries me that my area could be next.

---

[Ticket: # 629324 - Unhappy with comcast data limits](#)

**Date:** 11/2/2015 9:54:17 PM

**City/State/Zip:** Kittery, Maine 03904

**Company Complaining About:** Comcast

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## **Description**

I am very unhappy with the data limits that comcast has put on the whole state of Maine. I pay a premium for my service and I am stuck with only 300gb. I would gladly switch to anyone else but they are the only company that has high speed internet in my area. How is this not a monopoly? I feel this is how they are exempting themselves from net neutrality. Please help FCC!

---

**Ticket: # 629379 - Data Caps**

**Date:** 11/2/2015 10:24:07 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast has placed a 300 gb cap on my account and threatened to increase the fees of service if I exceed that amount.

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[Ticket: # 629480 - No Internet Competition](#)

**Date:** 11/2/2015 11:16:25 PM

**City/State/Zip:** Golden, Colorado 80401

**Company Complaining About:** Comcast

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## **Description**

I'm tired of being shoehorned into one internet company for any reasonable speeds. Monopolies are never good for consumers and it's getting a little bit ridiculous when the only competitor can only offer 6 gb/s.

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[Ticket: # 629472 - Comcast data cap](#)

**Date:** 11/2/2015 11:13:57 PM

**City/State/Zip:** Miami, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to charge extra for my Internet connection. They are the only real option in our area, since AT&T offers slow speeds.

Furthermore 300Gb seems a lot but it means we will now have to limit our use of netflix and Amazon Prime, effectively forcing us to either watch TV or pay extra for steaming.

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[Ticket: # 629602 - Offer more competition in Internet Provider market](#)

**Date:** 11/3/2015 1:35:53 AM

**City/State/Zip:** Manassas, Virginia 20110

**Company Complaining About:** Verizon

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## **Description**

As a consumer I have two options in my home for internet. I work from my home for all of my income, and rely upon quality internet service. Both providers I have used have been poor, across the board.

I would like to have more options made available.

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[Ticket: # 629646 - Lack of ISP competition](#)

**Date:** 11/3/2015 3:26:17 AM

**City/State/Zip:** Maple Grove, Minnesota 55311

**Company Complaining About:** Comcast

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## **Description**

Please create more competition in the ISP market so we don't have to deal with Comcast and their horrendous pricing and service 24/7.

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[Ticket: # 629770 - Comcast capping internet data limits.](#)

**Date:** 11/3/2015 10:03:14 AM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Comcast has be gone capping people's data which is just a different wording in my opinion as net neutrality.

This should not happen. This is just a large company strong arming people.

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[Ticket: # 630921 - Unwanted emails](#)

**Date:** 11/3/2015 4:05:30 PM

**City/State/Zip:** Medinah, Illinois 60157

**Company Complaining About:** Comcast

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## **Description**

I continue to receive unwanted emails - there is no option to unsubscribe

Case #603011

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description.

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[Ticket: # 631280 - Comcast imposing caps on internet](#)

**Date:** 11/3/2015 5:53:20 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

I have just received an email from Comcast informing me that they are putting a cap on my internet usage. This is completely unacceptable, as they are punishing me and every other cord cutter for not having a TV subscription.

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[Ticket: # 631509 - I believe I am being black listed by Yahoo.](#)

**Date:** 11/3/2015 7:04:48 PM

**City/State/Zip:** New Hyde Park, New York 11040

**Company Complaining About:** Verizon Wireless

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## **Description**

Suddenly, last week, whenever I tried to read "responses" to issues online I cannot access. I also cannot send comments into Yahoo on news issues. I never have sent threats, wild accusations or bad language. I request if from Yahoo on this issue, no response. Please advise.

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[Ticket: # 631663 - Net Neutrality](#)

**Date:** 11/3/2015 8:09:36 PM

**City/State/Zip:** Greeneville, Tennessee 37745

**Company Complaining About:** Comcast

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**Description**

Bandwidth Cap Imposed

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**Ticket: # 631674 - Comcast Data Cap**

**Date:** 11/3/2015 8:15:31 PM

**City/State/Zip:** Wise, Virginia 24293

**Company Complaining About:** Comcast

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## **Description**

Comcast will "cap" my region's high-speed Internet (xfinity) at 300 GB starting December 1st. They do NOT however offer a simple and reliable way to monitor your current data usage. The current way is to login to Comcast's website which isn't mobile friendly and is a huge hassle (and, ironically, uses additional data). Since going over the cap will incur additional charges on a customer's bill, I feel it is anti-consumer to not provide a more friendly and easily accessible way to monitor data usage. If they are going to charge for overages, a customer should be able to easily monitor their usage.

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**Ticket: # 631708 - Internet not installed**

**Date:** 11/3/2015 8:25:53 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** AT&T

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## **Description**

I called At&t to move my current service (b) (6). I was given 10/30 as my original due date, on 10/30 my phone and Internet were disconnected at my old location. However, no technician was dispatch out to install service at my new location. I called customer service 10 times, requested a supervisor 5 times, all times I was transfer to music playing for 45 minutes. I was told my new service will not be installed until 11/3, I explained I am 83 years old and I need my phone. On 11/3, I called att at 10am was advised to just plug a phone into a jack. I advise them the apartment had no jack. I was than told a technician will be out. At 3pm no technician, I called back to att was told a technician will be out by 6pm. At 6:45pm i called back was on hold for 20 mins, the young lady forgot to place me on hold and was laughing and talking with her coworkers. Providing me no update on my order. It's 7:17pm and still no technician has showed up to my apartment.

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**Ticket: # 631729 - Data Cap**

**Date:** 11/3/2015 8:35:03 PM

**City/State/Zip:** Houma, Louisiana 70360

**Company Complaining About:** Comcast

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## **Description**

Please do something about this imposed data limit. It is not right or innovative. Its about a greedy corporation squeezing the life out of its customers. Its about Comcast continuing to monopolize the video side of the business. They are trying to force users to pay a 30 dollar fee to continue to have unlimited data. It is completely unfair to penalize users that use more to stream video. It is Comcast's way of controlling content. They have spent millions if not billions of dollars to lobby for this and its completely wrong. Charge more for a service that is consistently decreasing in cost. I suppose if nothing is done I will ultimately take my business elsewhere or pay the arbitrary fee to continue to enjoy unlimited internet. I thought this was part of the new net neutrality act. Again please look into this as it will cause the industry as a whole to decrease innovation.

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[Ticket: # 631739 - Comcast changing data plan](#)

**Date:** 11/3/2015 8:40:23 PM

**City/State/Zip:** Shreveport, Louisiana 71119

**Company Complaining About:** Comcast

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## **Description**

I have been a satisfied Comcast customer for over 10 years and do not think it's right to have my plan changed because Comcast is seeking a new avenue of income. It's greedy and I pray that they will not join along side the other money hungry tyrants that disguise themselves behind the cell phone companies. Shame on Comcast for this. It's things like this that will keep the internet from ever growing beyond another commodity into something great. The internet should remain free. Let me pay for my cable just like everybody else, and stop trying to add on fees for more revenue! This isn't directed at you FCC :-)

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**Ticket: # 631861 - Comcast Cable putting internet caps on data**

**Date:** 11/3/2015 10:03:12 PM

**City/State/Zip:** Morristown, Tennessee 37813

**Company Complaining About:** Comcast

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## **Description**

I just received an e-mail from Comcast stating that they are going to start putting a cap on the amount of data that can be used without an additional charge to 300gb per month. They are the only broadband company that I have access to. I live on the east end of Hamblen County Tennessee. We get our cable from Greeneville.

I could understand if this was a major city, but we live out in the country and there is not that many people in this area to where a cap is needed. Comcast is just trying to take advantage of people that do not have any other choice for broadband internet. I have a handicapped son that uses the internet a lot (not downloading movies) They want to charge us if we run over or we have to (opt) for the "unlimited" data plan for an additional \$35.00. per month. I think this is bordering on a monopoly because we have no other option in this area.

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**Ticket: # 632112 - Save the internet**

**Date:** 11/4/2015 3:21:11 AM

**City/State/Zip:** Democratic People's Republic North Korea, District Of Columbia 20500

**Company Complaining About:** Nope

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## **Description**

The head of the FCC is the former head of the telecommunications lobby.

The FCC does not respect every citizen's right to net neutrality.

Republicans are old white liars, democrats are no better.

(b) (6) (R-Alaska) said the internet is a series of tubes (b) (6)

The FCC claims to protect consumers

The people of the internet says help please. I mean really, please.

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[Ticket: # 632118 - Comcast capping](#)

**Date:** 11/4/2015 4:48:29 AM

**City/State/Zip:** Bethany, Louisiana 71007

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to cap my internet usage

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**Ticket: # 632179 - Data caps**

**Date:** 11/4/2015 8:59:52 AM

**City/State/Zip:** Shreveport, Louisiana 71107

**Company Complaining About:** Comcast

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### **Description**

We already pay \$70.00 a month for internet and now they want to cap usage or have you pay another \$35.00 a month for unlimited. This is nothing more than greed. Either way you go you will pay them more.

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**Ticket: # 632486 - Comcast Data Caps****Date:** 11/4/2015 11:18:22 AM**City/State/Zip:** Murfreesboro, Tennessee 37129**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 632530 - Comcast capped data Internet](#)

**Date:** 11/4/2015 11:24:24 AM

**City/State/Zip:** Fleming Island, Florida 32003

**Company Complaining About:** Comcast

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## **Description**

Comcast's rampant and gluttonous increase of "trial" capped data broadband Internet areas threatens to ruin the current business model for Internet service which is good for the customers as well as a free Internet ecosystem. This behavior should not be tolerated by greedy big corporations.

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[Ticket: # 632539 - Comcast Data Capping](#)

**Date:** 11/4/2015 11:25:23 AM

**City/State/Zip:** Aston, Pennsylvania 19014

**Company Complaining About:** Comcast

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## **Description**

Comcast's new policy that is allowing them to limit your monthly data usage is extortion. My Xbox alone uses 300gb of data and I don't play that often. I have no other options for Internet unless they are dial up or satellite, which are both ridiculous and not feasible. Do something about this ridiculous oligopoly that keeps ruining the lives of many. I should be able to get more than one internet provider in my suburbs of a major city.

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[Ticket: # 632541 - Net Neutrality](#)

**Date:** 11/4/2015 11:25:54 AM

**City/State/Zip:** Rexburg, Idaho 83440

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 632574 - Comcast Bandwidth Caps](#)

**Date:** 11/4/2015 11:30:39 AM

**City/State/Zip:** Lantana, Florida 33462

**Company Complaining About:** Comcast

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## **Description**

Comcast is installing bandwidth caps to artificially create the appearance of "fairness" while actually limiting competitive products. ISP should not be content creators. We need competition in the last mile!

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[Ticket: # 632613 - Comcast capping data nationwide](#)

**Date:** 11/4/2015 11:35:07 AM

**City/State/Zip:** Berrien Springs, Michigan 49103

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing artificial data limits to force pressure onto streaming services like Netflix and Hulu, in order to Get more users to keep watching shitty cable.

This should not be legal.

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**Ticket: # 632670 - Data caps only hurt the consumer.**

**Date:** 11/4/2015 11:41:51 AM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a heavy streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 632672 - Comcast Expansion of Unnecessary Data Caps**

**Date:** 11/4/2015 11:42:21 AM

**City/State/Zip:** Richmond, Virginia 23223

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. This is clearly anti-competitive and an illegal abuse of their regional monopoly powers.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

Please take action to curb the abusive actions Comcast and other ISPs plan to take before they continue taking our country down an irreversible path to a less open and free internet.

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[Ticket: # 632722 - Capped Broadband Internet](#)

**Date:** 11/4/2015 11:53:42 AM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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### **Description**

Comcast had decided to put a 300 GB a month cap on internet usage for every household, except that their 300 GB a month is ridiculously low. Our household hit it in less than two weeks.

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[Ticket: # 632734 - Comcast capping data](#)

**Date:** 11/4/2015 11:55:24 AM

**City/State/Zip:** Camby, Indiana 46113

**Company Complaining About:** Comcast

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## **Description**

Comcast's/Xfinity continued assault on customers by capping their data over 300GB. 300GB is nothing when you stream 1080p TV. This is purely an effort to keep cord cutters from streaming from sources like HULU, NETFLICKS and AMAZON. Please stop this! We already pay to access the internet, businesses already pay for internet access. Why should we pay for data? That is rolled into our internet bill.

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[Ticket: # 632737 - Comcast capping broadband internet](#)

**Date:** 11/4/2015 11:55:32 AM

**City/State/Zip:** Westover, West Virginia 26501

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to cap data (to 300gb) on December 1st. David Cohen has said that they plan to cap the entire US market within 5 years. This is not what america needs, and feels backwards since the net neutrality decision that came this past year. Also, the cap is set just low enough to punish streaming. A light streamer, maybe 2-3 episodes a day, could easily go over a monthly cap by 100gb.

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[Ticket: # 632777 - long scripts on websites](#)

**Date:** 11/4/2015 12:02:34 PM

**City/State/Zip:** Montclair, California 91763

**Company Complaining About:** Time Warner

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## **Description**

website scripting is getting out of hand. Many scripts are ads loading in the background. While I realize the need for commercials so that the owner of the site is able to make an income. The length and number of scripts should be controlled so that consumers are not waiting for 10 minutes after clicking on a news story or some research page waiting for long and many scripts to load before the intended page can be accessed. Please protect the consumers and minimize this blatant deliberate slowing of the internet browsing experience

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**Ticket: # 632780 - Comcast Usage Caps**

**Date:** 11/4/2015 12:03:25 PM

**City/State/Zip:** Jenison, Michigan 49428

**Company Complaining About:** Comcast

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## **Description**

With Comcast expanding their usage cap policy across more cities, I feel that it is very important to reign them in. They claim these usage caps are "fair", but it's just a farce. Capping users data usage is just a ploy to stop people from getting their media (TV shows, Movies, Gaming) online in lieu of over-paying for cable channels, or paying fees for on demand movies.

Please put an end to this before it becomes too widespread and is seen as the norm.

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[Ticket: # 632882 - Illegal Data Limitations](#)

**Date:** 11/4/2015 12:19:54 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

Not only is Comcast capping data, they did not inform the customer until after purchasing internet service. My usage of this utility, internet service, is being compromised to the point I am disadvantaged due to my inability to double the cost of my service for unlimited data. I no longer have an open internet.

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**Ticket: # 632898 - Comcast Data Cap**

**Date:** 11/4/2015 12:22:39 PM

**City/State/Zip:** Blue Ridge, Virginia 24064

**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from increasing profit by doing so. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" up-charge removed. If customer service agents can remove the up-charge, clearly it isn't really necessary to begin with.

They are a monopoly and are taking advantage of their customers.

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**Ticket: # 632929 - Comcast internet cap**

**Date:** 11/4/2015 12:26:43 PM

**City/State/Zip:** Frederick, Maryland 21701

**Company Complaining About:** Comcast

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## **Description**

As you may already know, Comcast is expanding "metered" or "data plan" internet service slowly, claiming "fairness":

"Our data plan trials are part of our ongoing effort to create a fair, technologically-sound policy in which customers who use more data pay more, and customers who use less pay less," Comcast Florida spokesperson Mindy Kramer tells the Miami Herald.

Comcast is taking advantage of a lack of competition to jack up prices and protect its TV revenues from Internet video.

If caps and overages were truly about being "fair," carriers would offer the nation's grandmothers a \$5-\$15 a month tier that accurately reflected her twice weekly, several megabyte browsing of the Weather Channel website. Instead, what we most often see are low caps and high overages layered on top of already high existing flat rate pricing, raising rates for all users.

"To put things in perspective, 300 GB is an extremely large amount of data to use," Kramer continues. "The medium data use for our customers is 40 GB per month; about 70 percent of our customers use less than 100 GB per month. ... About 92 percent of our customers will see absolutely no impact on their monthly bills," Kramer said.

Except in the age of 4K video and 50 GB game downloads, 300 GB is no longer an "extremely large" amount of data for a household to use. And just because the usage caps don't impact the majority of Comcast customers today, doesn't mean they won't tomorrow, as every IOT device in the home begins pulling firmware updates. That caps are fair because some users won't hit them is flimsy logic, used to obfuscate the fact that customers just got hit with another ugly rate hike for bandwidth that (at least in the States) is getting cheaper to provide.

If this new policy were to put in place in my area today, would I ever get fair pricing, and because of lack of competition in my area I have no choice but to pay ransom to the area's internet monopoly.

Cable TV is dying, more and more people are streaming, video chatting, and sharing life with family and friends, and instead of adapting to the changing world, they're clinging on to the old business model which no longer suits the 21st century.

It's time to brand last mile cables as utility which can then be sold to other internet providers and eventually bring some competition to my area and areas where there is a monopoly.

Kind regards,

(b) (6)

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**Ticket: # 633056 - Comcast Data Caps**

**Date:** 11/4/2015 12:53:27 PM

**City/State/Zip:** Itasca, Illinois 60143

**Company Complaining About:** Comcast

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### **Description**

Comcast is capping home internet usage at a measly 300gb and making users pay more for unlimited data. In todays age that practice is unacceptable

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**Ticket: # 633003 - Data Caps - Stop This Crap, FCC!**

**Date:** 11/4/2015 12:39:30 PM

**City/State/Zip:** Miamisburg, Ohio 45342

**Company Complaining About:** Time Warner

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## **Description**

You all have done great in a lot of ways in the last few years. Net neutrality has [mostly] been protected time & time again in the recent past, but companies still are extorting their customers and this requires change.

Between capped home internet and fake "unlimited" mobile data both becoming a prevalent and normal occurrence, things are really starting to go downhill in Internetland. The US is falling behind SO many other first-world countries when it comes to arguably the most important medium today, and beyond that it's just plain wrong to allow the widespread abuse of customers if you all have the power to change it.

You know the problems, and you know what can fix them. Please do.

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**Ticket: # 633010 - Bandwidth Caps**

**Date:** 11/4/2015 12:40:09 PM

**City/State/Zip:** Katy, Texas 77450

**Company Complaining About:** Comcast

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## **Description**

I have a problem with comcast. They are going to forcefully impose a bandwidth cap on my internet service. Comcast argues that their median bandwidth usage is 40 GB therefore a 300 GB cap should be fine. Also If we go over the bandwidth cap we are charged \$10 for every 50GB I go over or we have a chose of paying even more for "unlimited" bandwidth. Having bandwidth caps are unacceptable because there is more than enough of it to go around. Bandwidth is not a finite item.

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**Ticket: # 633016 - Comcast Capping Internet**

**Date:** 11/4/2015 12:40:52 PM

**City/State/Zip:** Fort Oglethorpe, Georgia 30741

**Company Complaining About:** Comcast

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## **Description**

November 3rd, I received a notice from Comcast Xfinity that my unlimited broadband internet service, for which I pay \$65 a month, will be capped to a maximum limit of 300 gigabytes of usage per month.

This goes against the definition of unlimited internet access according to the agreement that was signed, however they are saying that this is a trial. Calling it a trial allows them to circumvent the stipulations of their own agreement; however the areas of the US in which this trial has already been instituted are ongoing since 2012 according to their own records (and as early as 2008 according to records maintained by customers online).

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBC Universal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$35 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633039 - Comcast's new data caps are anti-competitive and unethical**

**Date:** 11/4/2015 12:50:47 PM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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## **Description**

Although Comcast has yet to roll out their capped data plans to my area (because it isn't an uncompetitive market), I am very concerned over the Comcast's recent actions elsewhere in the US.

As I'm sure others have pointed out, 300GB as a data limit primarily punishes streaming; if you use any video streaming service, you will hit the cap every month. I do not use any streaming services. However, I find something extremely odd: Comcast has a stake in the cable television industry. Why have they been allowed to improve the competitiveness of cable television by "fining" consumers who do not use cable TV?

In addition, Comcast is using misleading messaging when disseminating information about their new policy. They say the average household uses 40gb per month, but they are not clear about how much data 300gb really is. For example, how many hours of Netflix is 300gb? Not everyone is capable of estimating data costs of various internet services, and it's Comcast's, or maybe the FCC's, responsibility to give users a fair estimate.

Finally, Comcast says the new policy is rolling out due to "fairness," because this way, those who use more data can pay more for it. That actually sounds like a very reasonable plan. However, a truly fair plan for consumers is to credit those who use a small amount of data each month. Comcast is clearly not thinking of consumer fairness and instead is seeking more ways to price gouge markets where they already have a monopoly.

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[Ticket: # 633079 - Comcast data caps](#)

**Date:** 11/4/2015 12:57:04 PM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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## **Description**

Comcast has unfairly added a data call to my bill that was not in the original plan. They have done this solely to create a second income stream, and their excuses and reasons for doing so are blatant lies

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**Ticket: # 633132 - ISP Data Caps are Unacceptable****Date:** 11/4/2015 1:03:22 PM**City/State/Zip:** Dayton, Ohio 45431**Company Complaining About:** Comcast

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**Description**

In a first-world nation that thrives on innovation, it is an utter shock to me that Internet Service Providers are taking a step backwards and instituting data thresholds. Aside from the negative impact to customers due to increased pricing, the sheer number of internet businesses whose business models are based on providing a service over the internet that will be impacted by this change is staggering. Rather than Comcast changing their business model to more closely align with the shift in market conditions, they are attempting to stifle all competition to ensure that their outdated cable television service continues to generate the revenue it did years ago.

To me, this is akin to landline providers suddenly determining that per-minute limits are reasonable for local calls. This is a step backwards and only serves to detract from the benefit provided to the general public. While I tend to be more libertarian in my views, I strongly believe that the internet should either be a public utility provided by the government or be highly regulated just like any other utility. This race to the bottom has to stop before we do irreparable damage to our future economic health.

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**Ticket: # 633135 - Comcast capping internet in my area**

**Date:** 11/4/2015 1:03:44 PM

**City/State/Zip:** Brandon, Mississippi 39042

**Company Complaining About:** Comcast

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## **Description**

My complaint:

Comcast has begin their capping of data (to 300gb) here in Mississippi for months doubling my bill because I stream Netflix. Funny thing is I can stream from their xfinity service and that does not affect my cap! Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.
4. It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633141 - Comcast Data Caps**

**Date:** 11/4/2015 1:04:33 PM

**City/State/Zip:** Egg Harbor Township, New Jersey 08234

**Company Complaining About:** Comcast

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### **Description**

Although it hasn't affected me yet, I know that without fail Comcast will eventually be capping data in my area. I see this as an egregious display of power and an absolute mockery of consumer rights. We already pay outrageous amounts to have bad cable service, and now a multi billion dollar monopoly wants to squeeze more from us. This is unfair to consumers and is simply another way to make more money for a company that already turns a profit.

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**Ticket: # 633144 - Comcast imposing Data Caps****Date:** 11/4/2015 1:05:02 PM**City/State/Zip:** Nanty Glo, Pennsylvania 15943**Company Complaining About:** Comcast

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**Description**

With the constant rise in prices, the lack of competitive speeds, I find it outrageous that now we're also going to have a cap on our bandwidth. I feel that it should be illegal for internet service providers are allowed to use this method for extorting money out of consumers. With people like myself who use products like Skype, Netflix, Online gaming, Spotify among other internet related services this only means that I have to start managing what I can and cannot do with my internet as to make sure I don't go over my imposed limit unless I be extorted by more fees. Considering it's almost \$75-\$100 for speeds between 25mbps/5mbps when there are other services (Google Fiber amongst other companies) offering 1Gbps/1Gbps bandwidth at \$70 a month, it's insane to see the level of anti-competition pricing. Then to be charged an additional fee suddenly to use your internet freely is preposterous.

Please do not allow this practice to continue. Television and internet service providers are already claiming a ransom for services that are not even competitive with other countries, leaving the U.S. falling behind, but we're charged an astronomical price in comparison.

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**Ticket: # 633145 - Comcast internet Cap**

**Date:** 11/4/2015 1:05:06 PM

**City/State/Zip:** Pennsauken Township, New Jersey 08110

**Company Complaining About:** Comcast

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### **Description**

Comcast is expanding their internet cap service throughout the nation and it is for no reason other than to get more money out of consumers. the "internet congestion" has been proven a lie and have no doubt this is to stop people from streaming video and cutting cable. please do what is in your ability to halt this disgusting practice.

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[Ticket: # 633151 - Comcast data cap breach of neutral principles](#)

**Date:** 11/4/2015 1:06:32 PM

**City/State/Zip:** Memphis, Tennessee 38125

**Company Complaining About:** Comcast

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## **Description**

The 300GB cap that Comcast has put in to place (my location was one of the pilot markets) is inherently anti-competitive, forcing users to limit use of legitimate streaming services, such as netflix, in order to avoid overage charges. This is meant to force people in to purchasing cable subscriptions to access content or pay a \$30/month \*increase\* on their bill for the exact same unlimited service they had before the caps were instituted. It's simple extortion made possible by Comcast's captive markets.

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**Ticket: # 633210 - Comcast Data Caps**

**Date:** 11/4/2015 1:12:15 PM

**City/State/Zip:** Lansing, Illinois 60438

**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire United States market within 5 years. There are many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-4 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 633286 - Comcast's expanding data-capped market.](#)

**Date:** 11/4/2015 1:24:54 PM

**City/State/Zip:** Purcellville, Virginia 20132

**Company Complaining About:** Comcast

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## **Description**

Data is not finite, to meter something that isn't in need of metering is underhanded, especially when Comcast is the only provider. Allowing metered data AT ALL is a clear message that companies come before people. With hands in both internet service, and cable television... It's clear that Comcast not only wants to wring more money from the abused internet customers they have, but they want to drive them away from services like Netflix, which directly compete with the cable television side of Comcast.... If everyone online is forced to watch programs produced by companies owned by Comcast, on their Comcast cable television or face fines, that is a clear violation of the "free market" we supposedly have. The media companies control the production, delivery, and distribution of what should be an unfettered utility, we are jeopardizing our social liberties.....Comcast needs a reality check, and America needs a real choice.

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**Ticket: # 633375 - Comcast Data CAP**

**Date:** 11/4/2015 1:38:48 PM

**City/State/Zip:** Mobile, Alabama 36609

**Company Complaining About:** Comcast

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## **Description**

I recently canceled my Television package from Comcast because I was tired of paying for hundreds of channels when I only watch a few. However, Comcast bundles the few channels I watch into the top tier package which makes it unfeasible to pay them for any TV. Now that I watch my content through other providers on the Internet, I am running into the Comcast 300GB Cap. This is extremely anti-competitive as I now have to stop watching content half-way through the month to avoid going over this cap and paying ridiculous overage fee's of \$10 per 50GB. It literally cost's Comcast less than \$0.10 to provide this extra 50GB of data to my house, yet they have imposed this arbitrary CAP literally to try to milk every last dollar out of their customers. It is anti-competitive to EVERY OTHER content provided that offers anything over the internet. It would be completely different if there was ANY competition, but there is not. Millions of Americans are stuck with no option but to limit their online content viewing and just pay an outrageous fee for watching content provided by Comcast every month, or ditch Comcast content in favor of online content but then pay a Comcast penalty. This is an absolutely sad country we live in.

The FCC said they would absolutely investigate Comcast if they rolled out this trial nationwide, which I am understanding is about to happen. I think you should go ahead and get started on that investigation and you should also fire anyone that works for Comcast or has Comcast's best interests at heart, that works for the FCC.

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[Ticket: # 633377 - Comcast and bandwidth caps](#)

**Date:** 11/4/2015 1:39:03 PM

**City/State/Zip:** Framingham, Massachusetts 01702

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to institute bandwidth caps, it is an abuse of their monopoly position in most markets. It is anti-competitive as these caps particularly target streaming service users. Comcast owns their own streaming video services that they are trying to force people to use. Comcast should never have been allowed to buy NBC.

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**Ticket: # 633411 - Comcast data cap on Internet**

**Date:** 11/4/2015 1:43:13 PM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Comcast

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## **Description**

Don't let companys like Comcast put unrealistic caps on our internet usage. The 300GB cap they are experimenting with is wrong. In the next few years more of America will be streaming video. If your in a average house hold family of 3-4. 300GB is not enough. Then when we do go over they intended to charge us overage fees. With no option to have them shut off our data once the limit is reached.

This is a sneaky move by a greedy industry. That is getting away with far too much. They know they can treat us poorly. Because we have no other choice for broadband.

Now I agree Comcast should be able to go after extreme abusers of data. People who are running servers from there home with out a business account or other situations. However this 300GB limit is far to low.

Please stick up for us the middle class of America. I'm already paying 150+ for Comcast TV and Internet. I have no other choice for broadband in my location. What ever Comcast charges me I have to pay it. I can't vote with my wallet...

Sincerely (b) (6)

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[Ticket: # 633438 - Comcast data cap](#)

**Date:** 11/4/2015 1:45:39 PM

**City/State/Zip:** Denver, Colorado 80221

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to be capping my data for my internet use. For someone that doesn't have tv, but streams all of my media, and who pays a good amount of money each month to do so (because there is no competition in my market), this is ridiculous. Please don't let them cap my data

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**Ticket: # 633463 - COMCAST**

**Date:** 11/4/2015 1:48:33 PM

**City/State/Zip:** Cheste, Virginia 23838

**Company Complaining About:** Comcast

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## **Description**

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. Granted this is a free market, Comcast is abusing their power unjustly towards consumers. This should be a battle among Comcast and various streaming services. Not us.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633495 - Comcast's Bandwidth Caps**

**Date:** 11/4/2015 1:51:06 PM

**City/State/Zip:** Lake Orion, Michigan 48362

**Company Complaining About:** Comcast

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## **Description**

Comcast is threatening net neutrality by implementing purely cash grab transfer caps. They are scared of the internet gutting their cable tv revenues and are fighting back in the most unethical way.

It has been shown time and time again that caps are implemented to discourage internet video viewing. There is absolutely no technical reason what-so-ever.

Please put a stop to this before it is rolled out nation wide. I do not have any viable competitors to Comcast in my area.

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[Ticket: # 633549 - Comcast furthering customer capping](#)

**Date:** 11/4/2015 1:59:07 PM

**City/State/Zip:** Denver, Colorado 80219

**Company Complaining About:** Comcast

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## **Description**

It's ridiculous that Comcast can get away with capping customers at 300Gb of data, which, frankly, is not much. It's not even necessarily that they aren't allowed to do that, but the fact is, they have no competition in my area and so I have no choice but to play by their rules. They ought to have stricter regulations, as the internet is fast approaching a basic human right, as it provides access to necessary information for our daily lives.

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[Ticket: # 633561 - Comcast's data caps](#)

**Date:** 11/4/2015 2:00:49 PM

**City/State/Zip:** Doylestown, Pennsylvania 18901

**Company Complaining About:** Comcast

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## **Description**

FCC please don't let Comcast do this!

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**Ticket: # 633609 - Comcast Data Caps**

**Date:** 11/4/2015 2:06:25 PM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced that they are expanding their capping of data (to only 300gb) on December 1st 2016. Comcast talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan and as a result I have many reservations on how this will not only impact me but other businesses and innovation on the internet.

The cap is set low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable, so this is favorable for them. The size of the cap is an attempt to retain cable customers, many of which have been leaving cable for only the internet, which cuts into Comcast's advertising on the networks they own.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 633614 - Comcast data caps](#)

**Date:** 11/4/2015 2:07:25 PM

**City/State/Zip:** Saint Helens, Oregon 97051

**Company Complaining About:** Comcast

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## **Description**

Isn't this illegal? They have a natural monopoly in most cities and towns and now they are capping internet??

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**Ticket: # 633618 - Comcast Data Caps**

**Date:** 11/4/2015 2:07:52 PM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.
4. It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633653 - Comcast Data Caps**

**Date:** 11/4/2015 2:12:14 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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**Description**

Comcast capping internet data is lunacy. If able, can you PLEASE address this.

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**Ticket: # 633659 - Comcast cap on internet**

**Date:** 11/4/2015 2:12:29 PM

**City/State/Zip:** Miami, Florida 33265

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented caps on internet bandwidth in many markets, including my home city of Miami, FL. These caps are arbitrary and, as former FCC Chairman Michael Powell said in January of 2013 while representing cable companies, simply about making more money. We already pay a high price for service and internet service is no longer a luxury. It is integral for work, education, and entertainment. While some people might say a 300GB cap is nowhere near what average users consume today, they said the same thing about not needing more than "blazing fast" 56k modems for home internet access 20 years ago.

It is time that ISPs have firm federal regulations that encourage companies to provide profitable service but does not let them take advantage of a lack of competition for internet access. Capping access like this only discourages competition and strangles innovative new services.

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**Ticket: # 633679 - Internet Cap**

**Date:** 11/4/2015 2:15:13 PM

**City/State/Zip:** Johns Creek, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast Customer in Atlanta since 2010. My usage of the internet haven't changed during last year except from a call from Comcast offering to upgrade my service and lower my bill around September 2015. I accepted that and now, last month (October 2015) I got an email saying that I'm at 90% usage of my data. That never happened before and I wasn't informed of such cap when I subscribed to Comcast on 2010. Also after the notification I followed up with customer service and they let me know that I could see my data on my account. When I logged in on October the screen showed not usage of data at all. So Comcast not only changed the service adding a cap but it doesn't provide me with a way to monitor accurately my usage or a way to suspend it to avoid overcharges. Also they didn't apply the new "promotional" rate until I called them 3 times. Still not sure if it will take since I need to wait for the next bill.

I humbly request the cap to be removed.

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[Ticket: # 633729 - Comcast unfair limits](#)

**Date:** 11/4/2015 2:22:15 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

Comcast will be limiting internet usage to 300gb per household per month. With Netflix 4K streaming growing rapidly, this limit is unfair, especially as the data is artificially priced. Please put a stop to this.

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**Ticket: # 633735 - Comcast Data Caps**

**Date:** 11/4/2015 2:22:46 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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### **Description**

It appears Comcast is now capping data on their previously unlimited plans. This anti-consumer behavior must not be allowed to stand. Please step in to alleviate this issue and prevent further greed from ISP's.

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**Ticket: # 633748 - Internet browser**

**Date:** 11/4/2015 2:23:43 PM

**City/State/Zip:** Felton, Delaware 19943

**Company Complaining About:** Hughes Net

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## **Description**

Internet browser was changed by someone or something which was never requested attempts to correct or return to prior being obstructed I never requested change

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**Ticket: # 633754 - Comcast data caps are gouging customers**

**Date:** 11/4/2015 2:24:39 PM

**City/State/Zip:** Byhalia, Mississippi 38611

**Company Complaining About:** Comcast

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## **Description**

Comcast and xfinity have recently started to cap my data without warning. I usually use between 500 to 800GB worth of data per month between two computers, Chromecast, two phones, and my gaming console. Aware of this, they still implemented a 300GB pretty month cap, and are charging penalties for going over. This is absolutely deplorable. They are punishing users who stream content, and I assume this is so they can try to sell a cable package as a substitute, which is a despicable business practice. Rather than presenting a service that competes with the quality and options of streaming services, they are purposefully making the stream service seem unrealistically expensive and data heavy.

ISPs do not own the internet. They should not be allowed to do this. They already have a monopoly on most areas, and now they are using that to trick people into giving them more money. The FCC needs to act accordingly on these blatant abuses of power.

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[Ticket: # 633758 - please prevent comcast from ripping people off](#)

**Date:** 11/4/2015 2:25:03 PM

**City/State/Zip:** Baltimore, Maryland 21209

**Company Complaining About:** Comcast

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## **Description**

their anti-competition, anti-consumer policies are discussed at the link below:

(b) (6)

A thick black horizontal bar redacts the content of the ticket description.

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**Ticket: # 633771 - Comcast and Monopolies**

**Date:** 11/4/2015 2:26:18 PM

**City/State/Zip:** Lincoln Park, Michigan 48146

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633806 - hacking**

**Date:** 11/4/2015 2:31:33 PM

**City/State/Zip:** Decatur, Alabama 35601

**Company Complaining About:** AT&T

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## Description

(b) (6)

[REDACTED]

[REDACTED]

Trinity, AL 35673

I emailed a long email a few moments ago about him but I think I added the wrong email address.

(b) (6)

P.O. Box 5345

Decatur , AL 35601

(b) (6)

[REDACTED]

I will be glad to talk to someone over the phone. I'm sorry about the email mix up

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**Ticket: # 633873 - Capped data - Comcast Internet Services**

**Date:** 11/4/2015 2:40:32 PM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Comcast

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## **Description**

Comcast has purchased usage rights from the municipalities to be a monopoly provider of internet services in my area and almost every other area in the country. I do not have alternatives available and they are now imposing a capped internet service in my area. Competition is now allowed and thus there is no alternative but to subscribe to their policies.

Please limit comcast's ability to cap data usage to the every day consumer as we have no other options.

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**Ticket: # 633922 - Comcast Bandwidth Caps**

**Date:** 11/4/2015 2:46:38 PM

**City/State/Zip:** Houston, Texas 77023

**Company Complaining About:** Comcast

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## **Description**

Hello, I have been a web developer working remotely for 12 years and I rely on the internet to be able to provide for myself and my family. Every month I seem to go over the soft data "cap" that comcast shows on my account. It's really not much for a connection that fast. I have a family and kids as well. A bandwidth cap would hurt my livelihood very much, please do something about this.

---

**Ticket: # 633942 - Comcast Data Caps**

**Date:** 11/4/2015 2:50:01 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** Comcast

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### **Description**

Concatenation is planning on capping internet data to 300 gigabytes a month. This is NOT OKAY. this is a direct assault on net neutrality and a direct challenge to free,open, competitive market. I have no competition to take my business else where and will soon have to pay \$35 MORE to receive the SAME service. 300 gig/m is a paltry amount of data and not acceptable in a household that uses Netflix or online gaming.

Please do something,don't let them get away with such heinous abuses of power.

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[Ticket: # 633947 - Comcast drop rate, data caps](#)

**Date:** 11/4/2015 2:50:51 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Comcast has created a monopoly in my area of Atlanta, the only service provider in my building is Comcast, next to AT&T which is only offered at 3mbps. Comcast has constantly show they are incapable of handling the usage the city exhibits, yet they are constantly taking advantage of the customer by overcharging for data which should be regulated more fairly.

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**Ticket: # 634068 - comcast**

**Date:** 11/4/2015 3:09:18 PM

**City/State/Zip:** Louisville, Kentucky 40202

**Company Complaining About:** Comcast

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## **Description**

It says a lot about our future, our generation, and our government leaders that the common man has to say this to you. But Jesus Christ how do you think this cap is acceptable? Monopolies and oligarchy? Isn't this your one job? It angers me. And I'm not the only one. Change is coming baby boomers. You can postpone it all you like but this generation and the ones here after will be flipping you off in your graves. We will remember. And so will the rest. Its an embarrassment. That today companies and officials alike can't even understand something so simple. They are taking in what they can until they are obsolete. It's obvious. There is no reason for it. Why now? Really that pissed no one is watching tv? Make it better. Stop filling out heads with crap. We don't want it anymore. Take a damn stand and show some decency. I mean come on.

---

**Ticket: # 634163 - Comcast caps**

**Date:** 11/4/2015 3:24:18 PM

**City/State/Zip:** Oakdale, Pennsylvania 15071

**Company Complaining About:** Comcast

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## **Description**

This kind of behavior has no viable reason its gouging beyond belief. This is intended to hurt internet video.

Also they are injecting warnings for going over the cap onto all webpages visited. If malware companies get sued for this why not comcast. Fine them before they think of injecting ads for cable.

This is not a network problem. this is a no competition so we gouge you problem.

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**Ticket: # 634188 - Comcast Overage Charges**

**Date:** 11/4/2015 3:28:57 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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**Description**

If these overage charges aren't about internet as a utility, they are definitely about unfair business practices. If Comcast is the only provider in my area, I am pretty much forced to use their own On Demand service, or pay a huge premium

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**Ticket: # 634222 - Comcast Data Cap**

**Date:** 11/4/2015 3:34:54 PM

**City/State/Zip:** Jonesborough Tn, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Hi,

Recently (today, 11/4/15) Comcast announced they were going to be charging for any usage over 300gb per month starting December 2015 (next month). This is completely unfair and borderline abusive. They have been given a monopoly on broadband internet services and continuously up their charges, culminating in this cap. We have no recourse but to use their services if we wish to have decent speeds (its either this or satellite which is unfeasible). As an educator who uses the internet to communicate with students (including uploading lectures or finding videos to show classes) this will hinder my ability to teach. There are several other reasons this is fundamentally unfair, though I know you are getting quite a few of these and probably have limited time. I would be happy to expound upon my issues with Comcast if it would be of any assistance at all. Further, I selected open internet/net neutrality as the issue option, however this could easily fall under billing or several other options.

I dont know how much you are able to do, however I am requesting whatever help or relief you can offer. Access to the internet is a vital component of modern life and the continual erosion of its access is quite frightening.

Thank you,

(b) (6)

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[Ticket: # 634244 - Comcast caps](#)

**Date:** 11/4/2015 3:41:06 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I live in a place where Comcast is the only available broadband provider. The new caps severely limit my ability to use Netflix, Hulu, and Amazon Prime for video streaming as my primary source for video. My Playstation alone is enough to have me watching every MB to make sure I don't go over my limit. I don't stream or game at the end of the month.

These limits are anticompetitive as I have no other choice in provider, and Comcast is imposing the limits to steer people away from streaming services and towards their aging cable tv business.

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[Ticket: # 634255 - Comcast data caps unfair.](#)

**Date:** 11/4/2015 3:42:29 PM

**City/State/Zip:** Lawton, Oklahoma 73507

**Company Complaining About:** Comcast

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## Description

Comcast is expanding capped broadband markets and charging customers a fee to have unlimited data. Their cap is directly attacking people who stream media. No more "slaps on the wrists" fines. The fcc needs to take REAL action and bring this company to their knees.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible at the top left of this redacted area.

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[Ticket: # 634276 - Comcast Internet cap](#)

**Date:** 11/4/2015 3:48:53 PM

**City/State/Zip:** Johnson City, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

Just want to express my displeasure with the capping of my already expensive Internet by comcast. They already have me over a barrel because no one else runs service to my area. Thanks.

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[Ticket: # 634321 - Comcast data caps](#)

**Date:** 11/4/2015 3:55:36 PM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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## **Description**

It seems unfair when the government is pushing to get internet adoption of high speed internet, to cap our usage. Cable TV costs got out of control so we switched to nexflix so the cable company retaliates by raising our internet bill. This is wrong.

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[Ticket: # 634335 - capped internet](#)

**Date:** 11/4/2015 3:57:08 PM

**City/State/Zip:** Denver, Colorado 80204

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping broadband, which is unnecessary and terrible

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**Ticket: # 634404 - Sudden Data caps- comcast**

**Date:** 11/4/2015 4:06:40 PM

**City/State/Zip:** Millville, New Jersey 08332

**Company Complaining About:** Comcast

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## **Description**

The new regulations are completely unfair and display such a gross misuse of the free market system that it makes the very principles on which this nation was founded look like mere jokes. Offering a clearly and definitely inferior service for the same price should be considered illegal. There is no reason for comcast to do this, and they only choose to do this because they don't care about their consumers. If this continues, many will be unable to afford internet, including me and my family. I personally need internet to run my business, and with caps, I will be unable to afford to continue.

---

[Ticket: # 634421 - e mail stating going to jail](#)

**Date:** 11/4/2015 4:09:17 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** T Mobile

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## Description

States arrest warrant with GE Capital comp. Case number and

Outstanding balance 885.95 4 hours to respond or jail. Affiliations FDIC @Judicial of USA year established 1993. The names involved are (b) (6)

They

want a payment plan to settle out of court and want to sent money gram. What company wants money gram? Phone numbers involved (b) (6) and (b) (6).Miami and New York numbers.

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[Ticket: # 634428 - Comcast capped internet](#)

**Date:** 11/4/2015 4:10:10 PM

**City/State/Zip:** Harrisonburg, Virginia 22801

**Company Complaining About:** Comcast

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## **Description**

On December 1 comcast is planning to dramatically expand their capped internet data rates. This NEEDS TO BE STOPPED. This is not fair FOR A MULTITUDE OF REASONS. We KNOW they're paying you greedy bastards off now END THIS INJUSTICE! The internet should have NO CAP and it's not costing them squat to process unlimited data. They are an evil corporation that needs restrictions.

---

[Ticket: # 634637 - limiting bandwidth](#)

**Date:** 11/4/2015 4:45:31 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

I received this notice telling me they are limiting my service.

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting December 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$35 per month in addition to your monthly Internet service fee

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[Ticket: # 634663 - Comcast data caps and the state of broadband competition \(there isn't any\)](#)

**Date:** 11/4/2015 4:50:10 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

Comcast plans to implement very low data usage caps (300GB) in an attempt to stave off the inevitable decline of its TV business by charging its Internet users even more. While to a non-technical layperson, 300GB may sounds like a lot, with the ongoing growth of online multimedia services, gaming, and all kinds of other content, it's quite likely that this cap will be sorely insufficient in a short amount of time.

Given that in my living area, Comcast has a de-facto monopoly with no viable competitors, this is putting customers such as myself in an untenable situation. My choices are either to "enjoy" highly inflated prices through Comcast, or to use a competing service which offers very poor speeds and quality that would be considered unacceptable even a decade ago.

The state of broadband competition in our country is pathetic, FCC. Please do something about it. If Comcast is allowed monopoly power, it should be heavily regulated rather than the current approach which is to let them gouge customers and basically do whatever they feel like to protect their bottom line.

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**Ticket: # 634695 - Data Capping**

**Date:** 11/4/2015 4:53:55 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

I have a 2 year contract with Comcast for my current service. They have just introduced their plan to cap data usage and charge for overages. This was not the agreement that we entered into and it is wrong. When we signed with Comcast, it was under the agreement that our data usage would not be limited.

As a an internet provider, this is not right. Streaming services, such as Netflix, already pay Comcast so that their users are not charged for data overages. Moreover, there are no competitors in our area. Comcast has a monopoly, so there is no way for us to voice our displeasure aside from cutting out internet.

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[Ticket: # 634708 - \[Text message, no subject\]](#)

**Date:** 11/4/2015 4:55:14 PM

**City/State/Zip:** Englewood, Colorado 80113

**Company Complaining About:** Unknown

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## **Description**

Suggestive, unsolicited text message directing me to a website with the implied promise of sexual gratification and/or a sexual rendezvous. The email implies I had contacted this person before, which has never happened. Additionally, the message appears to imply that this has been a recent event.

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[Ticket: # 634777 - Very upset with comcasts practices.](#)

**Date:** 11/4/2015 5:03:09 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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### **Description**

I am very unpleased to hear that comcast is going to expand capped internet started december first. Internet at home should, and always be unlimited.

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**Ticket: # 634774 - Comcast Data Caps**

**Date:** 11/4/2015 5:02:46 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast and other broadband providers are utilizing its local monopoly to degrade service for customers in select regions. Unlike the mobile market where there are spectrum limitations, there should be no limitations to Comcast or other broadband providers.

Many see this move as a retaliatory strike against consumers who have chosen to decouple their internet service, phone service and television service and instead rely solely on the internet to supply all of their needs.

Please ensure that users everywhere are not subjected to the monopolistic powers of local service providers.

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**Ticket: # 634861 - Comcast**

**Date:** 11/4/2015 5:15:51 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint in regards to Comcast, and their egregious plans to "cap" all data in the US for their internet plans.

This is wrong, this is greedy, and this is completely unnecessary. I implore the FCC to to prevent Comcast from ruining our country.

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**Ticket: # 635007 - Data caps for Comcast****Date:** 11/4/2015 5:48:44 PM**City/State/Zip:** Delray Beach, Florida 33445**Company Complaining About:** Comcast

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**Description**

My complaint:

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.
4. It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 635026 - Data Caps](#)

**Date:** 11/4/2015 5:51:10 PM

**City/State/Zip:** Kingsport, Tennessee 37663

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to cap data usage in my area. I do not believe this should be legal. Internet should be seen as a basic human right, not an overcharge and perk.

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**Ticket: # 635037 - Capped Internet Bandwidth**

**Date:** 11/4/2015 5:53:39 PM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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### **Description**

Hello. Comcast has decided to change my plan all of a sudden and cap my internet bandwidth to 300GB per month. This is absolutely ridiculous... I was already using about 500GB and the way things are going I'm going to be using more and more bandwidth. Internet should be regulated like a public utility. With the records profits Comcast has had in the past few years this seems more like another unfair money grab. And a defrauding of citizen's rights.

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**Ticket: # 635059 - Comcast Data Cap**

**Date:** 11/4/2015 5:58:17 PM

**City/State/Zip:** No, Utah 84102

**Company Complaining About:** Comcast

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## **Description**

Comcast capping data is a greedy way to make more money off of something that has become vital to our modern life. This will hurt people and businesses living in areas that may not have the choice of other internet providers. Comcast has shown in the past that they do not care if their customers complain and something must be done to help the people get their point across.

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[Ticket: # 635074 - Comcast needs to be stopped](#)

**Date:** 11/4/2015 6:00:33 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Most countries in the world are surging in internet infrastructure and speeds. Meanwhile because of companies like Comcast, America is in the Stone Age. Forcing a cap on the public for data flowing through a cable line is inherently wrong. The only motivation is lining their pockets with more of OUR money. Please do something about this. PLEASE!

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**Ticket: # 635086 - Comcast's Data Capping on Consumer Internet****Date:** 11/4/2015 6:03:09 PM**City/State/Zip:** San Francisco, California 94109**Company Complaining About:** Comcast

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**Description**

I am complaining about Comcast's proposed expansion of their internet data-capping policy. They offered me unlimited internet usage when I signed their contract for my service; however, now they are changing my service to only 300GB of data a month. If I pass that data limit, they will charge me additional fees. This is the equivalent of me buying a gym membership that allows me to use the gym as much as I please, but half way through my contract, they tell me I can only use the gym 10 times a month. Why is it that I can watch my Comcast provided television service for 24 hours a day every day of the week and not be charged additional fees, but if I attempt to do that with my internet, I am charged. This is nothing but a complete money-grab by Comcast to capitalize on the paradigm-shift in society where consumers are cutting their cables and using strictly internet for entertainment/TV purposes.

Signed,

A concerned consumer.

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[Ticket: # 635170 - comcast](#)

**Date:** 11/4/2015 6:19:01 PM

**City/State/Zip:** Memphis, Tennessee 38104

**Company Complaining About:** Comcast

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**Description**

comcast is using capped data on their plans now. I thought was illegal.

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**Ticket: # 635214 - The Outrageous Internet Monopoly**

**Date:** 11/4/2015 6:24:15 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Being limited to only two ISP's is an insult to all my neighbors and proud americans

As residents of the country that came up with Hollywood, Silicon Valley, and the Internet, we like to think that we lead the world in communications and entertainment. And we're certainly ahead in one way: we pay far more for broadband Internet access, cable television, and home phone lines than people in many other advanced countries, even though the services we get aren't any better. All too often, they are worse.

Enormous issues like competition policy deceive the american dream

I pray for the day we reach a legitimate FREE MARKET

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**Ticket: # 635355 - COMCAST Data Caps**

**Date:** 11/4/2015 6:53:38 PM

**City/State/Zip:** Lithia Springs, Georgia 30122

**Company Complaining About:** Comcast

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## **Description**

Comcast has forced all residents in certain areas into "Trial" data plans. 300 GB a month cap and excessive charges for exceeding the limit. They are punishing consumers for choosing internet streaming over Comcast's products and have free will to do what they want because most consumers in these "trials" have no other choice for internet service. Where I live Comcast is the ONLY choice for internet service and with light/moderate use I go over the cap multiple times every month. I called to complain and the only response I received was, "Sorry, comcast has the right to change their policy whenever and however they want, and your a customer and you have to abide by that policy." I need choices, and with comcast doing things like this I have no choice. I feel like this is illegal or at least something about how they are doing this is illegal.

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**Ticket: # 635362 - Comcast Data Caps**

**Date:** 11/4/2015 6:55:15 PM

**City/State/Zip:** Woodbridge, Virginia 22192

**Company Complaining About:** Comcast

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## **Description**

I work from home almost completely full-time for the (b) (6). It is absolutely ridiculous to me that Comcast is charging users for data beyond 300GB. I am not using this for videos or games or Facebook- I am using this to DO MY JOB. If the government wants to be competitive and retain good employees, they need to have the ability to work from home. And they do not want to work from home if Comcast is charging them an arm and a leg to do their job. Please stop this!

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[Ticket: # 635410 - Comcast data caps](#)

**Date:** 11/4/2015 7:03:56 PM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** Comcast

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### **Description**

I never agreed to service with a cap when I originally signed. Not only that, I don't receive a warning when I reached my limit. This is poor regulating.

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**Ticket: # 635436 - Comcast Data Cap****Date:** 11/4/2015 7:09:53 PM**City/State/Zip:** Loveland, Colorado 80538**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

Please do not let this happen.

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**Ticket: # 635443 - Comcast Data Caps**

**Date:** 11/4/2015 7:10:59 PM

**City/State/Zip:** Plymouth, Minnesota 55441

**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 635508 - Broadband Caps**

**Date:** 11/4/2015 7:28:54 PM

**City/State/Zip:** Mt. Laurel, New Jersey 08054

**Company Complaining About:** Comcast

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## **Description**

Comcast expanding broadband internet caps is a blatant cash grab. The monopoly like control they have over broadband in my area forces people to use the service they offer, and these caps would allow them to gain more revenue without any effort. It is anti-consumer, and is designed to spite consumers who want to move away from traditional media consumption towards streaming and other internet based services. This is an attempt to extort consumers who do not have any other options, and must be stopped. The cap punishes people for moving away from their cable service, and is an attempt to regain revenue they anticipate losing. Internet access is a public utility, and it should not be restricted at an arbitrary limit because the company refuses to adapt and wants to keep it's hands in the wallet of the consumer. Bandwidth is not a tangible good, and should not be limited. Please address this growing problem

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**Ticket: # 635526 - Comcast broadband caps**

**Date:** 11/4/2015 7:32:24 PM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast

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## **Description**

Hi!

I use the internet a lot for work, play, and to communicate with my friends. It is one of the most important tools most people in the USA have.

(b) (6)

  


Comcast starting December 1st are expanding their broadband caps. This allows them to set a cap on how much of the internet you may use before they can charge you extra.

This is wrong. The internet is a great tool and people should not be forced to pay extra, especially since Comcast is the number 1 ISP in the USA.

Stop Comcast from restricting our internet. Ban broadband caps

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[Ticket: # 635533 - data caps](#)

**Date:** 11/4/2015 7:35:01 PM

**City/State/Zip:** Londonderry, New Hampshire 03053

**Company Complaining About:** Comcast

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## **Description**

I live in a town where comcast is the only provider of high speed internet. They plan to charge us \$30 more for the same service we receive now (unlimited broadband) or else cap us at some arbitrary number that they can squeeze more money out of us. We already are captive to Verizon's high prices because they have the best coverage in NH.

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[Ticket: # 635552 - Comcast data caps](#)

**Date:** 11/4/2015 7:40:13 PM

**City/State/Zip:** Tallahassee, Florida 32308

**Company Complaining About:** Comcast

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## **Description**

The thought of Comcast capping my data is horrifying. This will effect my ability to work and my wife's ability to get an education. What a regression in our society. The FCC MUST act on this and prevent it from happening. We are too advanced of a country for this to be happening. Does the FCC support corporate greed? I hope not.

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[Ticket: # 635569 - Comcast Data Caps](#)

**Date:** 11/4/2015 7:44:52 PM

**City/State/Zip:** Orlando, Florida 32824

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping data on their lines and allowing their content of choosing(theirs) to go through unfettered, this is a clear violation of net neutrality and needs to be sorted.

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**Ticket: # 635587 - Comcast Data Caps**

**Date:** 11/4/2015 7:51:14 PM

**City/State/Zip:** Little Rock, Arkansas 72201

**Company Complaining About:** Comcast

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### **Description**

I pay a premium to have fast and unlimited data and Comcast plans to stop this in the coming months. It is outrageous and it cannot be allowed.

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**Ticket: # 635675 - Data caps by Comcast**

**Date:** 11/4/2015 8:17:31 PM

**City/State/Zip:** Bel Air, Maryland 21015

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.
4. It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 635758 - Data caps**

**Date:** 11/4/2015 8:36:30 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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[Ticket: # 635844 - Comcast bandwidth decreasing](#)

**Date:** 11/4/2015 9:05:33 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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### **Description**

Comcast has decided to penalize customers using over 300gigabits which goes against net neutrality. Comcast is monopolized as it is and customers are not given an option to opt out.

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**Ticket: # 635824 - Comcast Internet Data Cap**

**Date:** 11/4/2015 8:57:10 PM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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### **Description**

I waa just informed by Comcast they will be placing a data usage cap on services. If you use over a certain amour you are charged an additional fee. I just signed a 12 month agreement a month ago and this was not part of the agreement. How can they just start this program and. add additional charges to my account. This is unfair and unjust. I no recourse because there isn't any other providers in the area.

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[Ticket: # 635870 - rate increase](#)

**Date:** 11/4/2015 9:14:16 PM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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**Description**

comcast has instituted a 50% rate increase for my current internet plan.

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[Ticket: # 635953 - Comcast's surcharge for uncapped data on cable plans is wholly consumer unfriendly](#)

**Date:** 11/4/2015 9:49:33 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st, with plans to cap the entire United States in 5 years. There issues with this approach are numerous, here are a few:

The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own (NBCUniversal and Xfinity Cable).

Comcast is trying to assign a price to a service as if it were a good. You cannot use up or exhaust data; attempt to sell the public on this idea is patently absurd, wholly misleading, and at the very least a deceptive business practice.

The Internet is a public utility. Therefore, the onus is on the cable companies to provide network infrastructure that can handle the traffic; infrastructure that was initially paid for up to the last mile by taxpayer dollars, anyways. It's Comcast's responsibility to make certain their network can handle the traffic. Even if the network and infrastructure claims weren't outright lies, it's unfair to punish users of a public utility because Comcast can't be bothered to improve their infrastructure.

I can call Comcast and have the \$30 "unlimited" upcharge removed. If removing this upcharge can be achieved through a series of persistent phone calls with customer service agents, then clearly it isn't really necessary to begin with.

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**Ticket: # 635989 - Comcast Data Caps**

**Date:** 11/4/2015 10:03:59 PM

**City/State/Zip:** Morro Bay, California 93442

**Company Complaining About:** Comcast

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### **Description**

I am not a customer of Comcast, but I cannot stand by silently while this business practice is imposed on other internet users. Internet should be considered a utility, putting a data usage cap on residential internet users is ridiculous and I don't want this to become accepted as an industry standard.

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[Ticket: # 636003 - Comcast increase](#)

**Date:** 11/4/2015 10:09:20 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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### **Description**

Comcast is going to begin to charge for data usage like cell phone companies in order to price gouge their customers.

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**Ticket: # 675317 - Google, Inc. and the importance of Vanilla Ninja**

**Date:** 11/24/2015 4:50:02 PM

**City/State/Zip:** Mesa, Arizona 85204-6164

**Company Complaining About:** Cox

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## **Description**

I got tricked by Google too. I looked into making a career out of being a 3rd party provider of Google Applications for Business. I was happy to learn that Arizona State University uses Google Apps, because Google Apps is free for schools, so I thought it was a wonderful way to lower the cost of higher education. The State of Arizona uses Google Apps in parts of Arizona's State Government. I saw this as an advertisement on Google's Apps for Business website in 2011. I checked out Google Voice and told my phone company that I liked it. Then it showed up on my landline phone when I got a Century Link phone a few years later. I thought Google was fantastic in 2011. I thought their ability to change or add features instantly/on the fly, was great. I worked in their "Sandbox" as an Independent Contractor for a company called LeapForce. I don't like Facebook. I started using Google Plus. I did see President Obama on Google Plus, but I found him on there. He didn't lead me to it. Google Plus at one time had a music player, between 2010 and 2012, when I lived in (b) (6) in Phoenix 85029. Google Tracked the kind of music I listened to on YouTube. I got an Android phone in April 2011. Some type of tracking and data collection was done by Google through my phone. I'd purchased Adele's music through the Google Marketplace, what is now called Google Play. I visited (b) (6) in Phoenix on April 10th. It was a few blocks away. I could walk to it. I thought it was a Christian church. At some point I began a long 3 year exchange of information with this (b) (6). I'd been using Gmail since 2006 and those emails to (b) (6) went through Gmail. I was trying to reason with them and I couldn't figure out why they would never change. I'm going to be researching Trinity Broadcasting Network. Mormons are on it. The pieces of this puzzle will come together when I get into that. OK, so I'm using Gmail to send messages from an old 1984 New International Version of the Bible. The Bible keeps getting changed. The Mormon version of the NIV is nothing like the Christian version I had from the State of Washington and the State of Indiana. So, my music likes were tracked on YouTube. Android tracking may have factored in as I'd purchased music sung by a woman. My emails to Calvary were Jesus promoting. Google Plus' music player took this information and showed me Vanilla Ninja's Tough Enough video. I love their lyric line that says "Don't stop giving the devil the reason to get you in the season of heartbreak." I believe my emails were used to connect me to this song specifically. My rock music choices on YouTube connected me to Vanilla Ninja. Now, I believe that Google had a sinister reason for showing me this video. They have sinister reasons for everything they do. However, God Almighty the father of Jesus had different plans. This will make sense when I get into the major Google problem that I discovered because of Vanilla Ninja's hard work in Eurovision 2005 Final. I'm going to try to get that in by Thanksgiving. The night of Eurovision 2005 Final an incredible evil took place. Vanilla Ninja was different than the other music acts there that night. Vanilla Ninja were actual recording artists. They sang Cool Vibes which is on their 3rd Album. Some or all of the other Eurovision acts may have been recording artists, I don't know, but at least several of them look strongly to have been put together for that competition only. (b) (6)

(b) (6)  
(b) (6)  
(b) (6). All 5 members of this group are important to our fight with Google, Inc.

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**Ticket: # 636021 - Clear shutdown**

**Date:** 11/4/2015 10:15:54 PM

**City/State/Zip:** Wilmington, Delaware 19801

**Company Complaining About:** Sprint

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### **Description**

Sprint is taking away the only affordable wireless internet available to us. I live in the YMCA and we can't have any wired service. Any alternative was outrageously priced and capped wireless from Verizon, Sprint or ATT. They gave us a letter saying bye with no offers for Sprint or alternatives. Now many residents have no more access to the internet because of this. To get the service we had would cost well over \$2000 a month. Will be joining the lawsuits against Sprint.

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[Ticket: # 636040 - Comcast data caps.](#)

**Date:** 11/4/2015 10:25:32 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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## **Description**

I am incurring data overages every month. I have two children who are school aged. We have to ration our Internet usage to mitigate the extra cost. The cap is set just low enough to be punitive. Please, please take action against them.

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**Ticket: # 636046 - Unauthorized emails**

**Date:** 11/4/2015 10:27:33 PM

**City/State/Zip:** Medinah, Illinois 60157

**Company Complaining About:** Comcast

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## **Description**

Unauthorized newsletter (b) (6) 

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**Ticket: # 636059 - Comcast Data Cap**

**Date:** 11/4/2015 10:33:12 PM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** AT&T

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**Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan, and there are many reasons why it should not be allowed to be enacted. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, it clearly isn't really necessary to begin with.

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[Ticket: # 636087 - Xfinity data caps](#)

**Date:** 11/4/2015 10:48:18 PM

**City/State/Zip:** Erie, Colorado 80516

**Company Complaining About:** Comcast

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## **Description**

Recently xfinity said they will be expanding their capped data market. These practices are about making money and anti net neutrality

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**Ticket: # 636097 - Comcast Capped Broadband**

**Date:** 11/4/2015 10:52:44 PM

**City/State/Zip:** Edgewood, Washington 98372

**Company Complaining About:** Comcast

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**Description**

It has come to my attention that the Internet Service Provider Comcast is putting in motion plans to expand their "capped broadband plans" to new areas of the United States. Capped broadband is in no way supported by the science behind fiber-optic internet services. It is merely an attempt to squeeze more money out of markets where Comcast is the only option.

I use the internet for my work; many other people do the same. The internet is my primary way of communicating with people, gathering information, developing my educational horizons, and many other services. This is the same for everybody else I know. Internet service is integrated into our society and should be treated as a utility. Without this designation, we suffer under the tyranny of a monopoly.

The internet is the primary way in this age by which information is shared and exchanged. It is the way our economy and technology grow. Should we let our nation's growth be stunted by the frivolous interference of a greedy corporation? I refuse to be subjected to such an insult and demand that the FCC take action.

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**Ticket: # 636162 - Comcast Usage Caps**

**Date:** 11/4/2015 11:19:08 PM

**City/State/Zip:** Ogden, Utah 84412

**Company Complaining About:** Comcast

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### **Description**

Comcast implementing usage caps is an unfair practice. They are already a monopoly for high speed internet in my area and charge too much. Now they are trying to charge even more for usage. The usage for me would occur with video streaming services. It seems to me that Comcast doesn't like the competition of Netflix, Amazon Prime, Hulu+, etc and are trying to force customers into using Comcast services. Where is the utility fairness to customers??

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[Ticket: # 636203 - Comcast Caps](#)

**Date:** 11/4/2015 11:44:45 PM

**City/State/Zip:** Crawfordville, Florida 32327

**Company Complaining About:** Comcast

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## **Description**

Please don't let Comcast broaden its broadband caps.

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**Ticket: # 636196 - Data Cap**

**Date:** 11/4/2015 11:36:16 PM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

Comcast counts local data that travels through the router to my computer as "data used." Data used meaning the total running tally of supposed data downloaded/uploaded through Comcast's internet service infrastructure.

Charging me extra for data used in my own local connection, with my own device, without using Comcast infrastructure is akin to fraud.

This was proved by using Comcast's Xfinity Usage Meter coupled with moments of internet silence and moments I used my local connection to view my local cameras. While viewing my local cameras, my data usage increased by 10gb+. I cancelled streaming services thinking my online streaming was the cause but it was in fact comcast's fraudulent count of local traffic towards their usage cap.

When will the FCC take action?

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[Ticket: # 636206 - Comcast data caps](#)

**Date:** 11/4/2015 11:45:27 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

This is utterly reprehensible to allow comcast to gouge their internet data customers. As I light user not subscribed to cable service I notice I use approximately 325gb of data per month. This is from about 2-3 hours of hulu netflix or hbogo 4-5 nights per week. The fcc needs to step in a put a stop to this blatantly anti consimer monopoly immediately.

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[Ticket: # 636260 - Comcast broadband capping](#)

**Date:** 11/5/2015 12:08:45 AM

**City/State/Zip:** Charleston, South Carolina 29403

**Company Complaining About:** Comcast

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## **Description**

i have read that Comcast plans to cap their internet data plans more severely than they currently are. I must submit my concern as this is very troubling as they are the only internet provider in my (and most people's) area. How is this monopolistic price gouging fair under the law of the United States I ask. I have always been told that monopolies are illegal in the United States. However as I have grown older I have noticed when it comes to the Internet, this law holds less and less credence as time moves on. The Internet is the most incredible invention in the past 3 decades. I pray it does not turn into a mere product to be held by the richest from everyone else who should have access to it. Thank you

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[Ticket: # 636339 - Comcast implementing data caps](#)

**Date:** 11/5/2015 12:59:26 AM

**City/State/Zip:** Macomb Twp, Michigan 48042

**Company Complaining About:** Comcast

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## **Description**

I cannot believe that a company can willfully neglect their consumers so openly. Putting a cap on our internet usage is a slap in the face, and then later charging us to remove the cap is blatant price gouging. I hope that something is done about this, and that Comcast is not allowed to continue on this anti-consumer path.

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**Ticket: # 636358 - Comcast Expanding Internet Data Caps Please Help**

**Date:** 11/5/2015 1:10:29 AM

**City/State/Zip:** Waldorf, Maryland 20603

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

I would like to make a complaint regarding the business practice of Comcast (Xfinity). Comcast is currently limiting the availability of the internet by putting arbitrary data usage caps for a large number of Comcast customers with more coming soon.

These limits are spreading and will be affecting my household very soon, and as pictured I will be due for a price increase just to get the same Internet service we have been paying high prices for. This seems like a cut and try way to price gouge.

We have seen such great innovation with the free and open internet we have fostered, but by having an arbitrary limit with a additional charge, that we cannot afford, we are losing the openness of the Internet that we all expect.

Please put a limit to this price gouging before it spreads otherwise you are going to have a lot of unhappy Americans attempting to watch their Netflix, YouTube, or other services and encountering this arbitrary limit.

I have attached my bandwidth usage, and when comparing I average over the 250 GB, in a two person household for the past six months. I can only imagine this is the case for a high percentage of streaming households.

Sincerely,

(b) (6)

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**Ticket: # 636474 - Last I checked its 2015...and yet US internet is getting more expensive.**

**Date:** 11/5/2015 3:39:49 AM

**City/State/Zip:** Sylvania, Ohio 43560

**Company Complaining About:** Buckeye-express

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## **Description**

What is my complaint? Its that (b) like this: (b) (6) is still allowed to happen?

Its sad even more areas will be subject to horrid service plans like I have force to "enjoy." My shitty Buckeye-Express continues to charge very high prices for sup-par speeds and applies caps. I am subject to 350 GB per month or I face overage charges. Interestingly Buckeye's pay-to view VOD "rental" service (that is also using their data network) does NOT count against our cap, however netflix or Amazon video 100% do.

Further they have a complete monopoly on my address. Aside from dial up, I have no other option.

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[Ticket: # 636500 - Internet caps](#)

**Date:** 11/5/2015 4:52:21 AM

**City/State/Zip:** Kenosha, Wisconsin 53142

**Company Complaining About:** Comcast

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## **Description**

Com cast be aloud to cap Internet speeds.

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**Ticket: # 636546 - Comcast Data Caps**

**Date:** 11/5/2015 8:14:11 AM

**City/State/Zip:** Dartmouth, Massachusetts 02747

**Company Complaining About:** Comcast

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### **Description**

My sign-up contract with Comcast (aka xfinity) had no limits, now I have limits enforced. This is a breach of the contract / bait and switch. This is clear abuse of monopoly power and for a company that opens admits to having such an "advanced" network. Citing that they need to congest traffics and make it more "fair" is a blatant lie. Please help stop these greedy scumbags

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[Ticket: # 636579 - Comcast Data Cap](#)

**Date:** 11/5/2015 9:01:14 AM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Comcast

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## **Description**

Comcast's metered data plans are unfair and seem designed to prevent competition between Comcast's cable unit and internet streaming. If only there were actual broadband internet competition or a franchise authority that looked out for consumers instead of the monopolistic provider.

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[Ticket: # 636594 - Comcast datacaps](#)

**Date:** 11/5/2015 9:09:06 AM

**City/State/Zip:** Mckeessport, Pennsylvania 15131

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding their datacap policy effective Dec 1st. I'm writing to ask the FCC to step in and tear this ridiculous business monopoly apart. We have no choice in broadband providers, and now this absurdly low cap will force us to pay even more ontop of already ridiculous broadband costs to receive the same service we already have/had! There should be no cap, period, fullstop.

I work in the tech industry as a programmer; believe me when I say I fully understand exactly how this technology works and why it's being exploited in this fashion.

How is the fact that most cities cannot start their own broadband not a clear indicator of preventing a new player from entering the market? That is the quintessential definition of anti-competatitive laws that govern our so-called free market!

Grow some teeth and go after these jerks. They're gouging us while contemplating new methods of bending us over. Adding some artificial cap and then charging us another \$35 a month to remove it is absurd. DO SOMETHING.

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[Ticket: # 636788 - Comcast](#)

**Date:** 11/5/2015 10:48:54 AM

**City/State/Zip:** Somerspoint, New Jersey 08244

**Company Complaining About:** Comcast

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## **Description**

Comcast sucks egregiously

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[Ticket: # 636810 - Comcast: datacap/"threshold "](#)

**Date:** 11/5/2015 10:57:16 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15224

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of adding datacaps(calling it something else, but in reality this is what it is)

Issues with this: 1) there is comparable alternative in most regions 2) this is a straight revenue grab, review research analyzing the actual cost declines 3) we already pay more than most other developed nations for a sub par service 4) when google enters a market, Comcast drops their prices to remain competitive, a clear indication of the anticompetitive nature of Comcast

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[Ticket: # 636831 - Comcast data caps are unfair](#)

**Date:** 11/5/2015 11:06:46 AM

**City/State/Zip:** Chicago, Illinois 60646

**Company Complaining About:** Comcast

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## **Description**

Comcast in Chicago is a massive monopoly, we basically only have one option for high speed data. These proposed usage caps will unfairly affect those of us in neighborhoods that only have one real option to start with. Its a price hike for less service and an unfair tool to get us to pay more for less.... knowing full well that we have no other choice.

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**Ticket: # 636882 - Data Caps**

**Date:** 11/5/2015 11:24:41 AM

**City/State/Zip:** Little Rock, Arkansas 72211

**Company Complaining About:** Comcast

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### **Description**

I live in a residential neighborhood with very few options for internet/TV service. I was informed yesterday that I will now be subjected to an arbitrary 300 gb internet cap. Because they essentially the only internet provider in my area, I have no other options.

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[Ticket: # 636841 - Comcast datacaps and reign of Monopoly](#)

**Date:** 11/5/2015 11:10:31 AM

**City/State/Zip:** Wheeling, West Virginia 26003

**Company Complaining About:** Comcast

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## **Description**

Comcast is trialing datacaps in areas of the united states. This is shameful in the era where internet speed is most critical for commerical and entertainment useage. This is yet another fee they have added to further improve their revenue while bolstering flagging cable tv subscriptions in the new age of netflix and online streaming. Also comcast enjoys little real competition in most regions of the united states allowing them to push consumers around who have little to no choice of other high speed providers.

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[Ticket: # 636940 - Please put a stop to Comcast data caps and Internet monopolies](#)

**Date:** 11/5/2015 11:42:55 AM

**City/State/Zip:** North Wales, Pennsylvania 19034

**Company Complaining About:** Comcast

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## **Description**

As a consumer, I am appalled by what Comcast has been doing over the past decade and more. "Data usage plans" have no legitimate reason to exist in a first-world country like America, and they allow companies like Comcast to artificially increase their service prices to the detriment of innocent customers.

Furthermore, the lack of meaningful market competition means that consumers like me have no way to vote with our wallets. As far as I'm concerned, my only choices for cable/fiber Internet in my area are Comcast or nothing, so I'm stuck with Comcast no matter what. This is not acceptable to me at all.

Not to mention exorbitant service prices and terrible customer service when compared to other first-world countries, or even compared to other domestic services like Google Fiber.

Please, FCC, do something about this before the American residential Internet industry is ruined beyond repair. Please do something. Thank you.

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**Ticket: # 637237 - Comcast Xfinity Data Cap****Date:** 11/5/2015 1:02:05 PM**City/State/Zip:** Sherwood, Arkansas 72120**Company Complaining About:** Comcast

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**Description**

Comcast Xfinity data plan, previously "unlimited data", is imposing a limit on data consumption, stated at 300GB per month (actual of 250GB per month is listed on their "Usage Meter") with an additional fee of \$10 per 50GB over the initial 300GB, unless the customer pays an additional \$35 on top of their current price for internet service for "unlimited data". How is this an ethical policy when peering costs are in the neighborhood of \$0.25/TB?

As it stands, I currently 'choose' to get my news, television, music and other forms of entertainment over the internet. I do not subscribe to cable television because I do not wish to pay for channels that I do not watch. My family of 4, of whom 2 are employed (b) (6)

employee) and 2 are below the age of 2, find this as a much more economical source of news and entertainment, versus paying for cable television; which charges an ungodly amount of money for a myriad of channels that my family and I will never watch. In fact, I find more useful channels, with a better picture quality, by using the "over-the-air" channels that I get for free using a one-time purchased antenna. To be frank, we experience better quality picture and more than adequate content from our \$8 per month Hulu and \$8 per month Netflix subscriptions, as well as renting or purchasing seasons of TV shows that are not available on those services thru VUDU or Amazon, while saving money over the less-than-standard picture quality of Comcast's lowest tier package, that, by the way, also requires the customer to "rent" a cable box for an additional fee. My caveat with this option is that my current monthly data usage is more than 450GB per month. This new imposition of data limits is being viewed by my family and I, as well as other entire communities

([https://www.reddit.com/r/pcmasterrace/comments/3rln40/leak\\_of\\_comcast\\_info\\_about\\_the\\_coming\\_spread\\_of/](https://www.reddit.com/r/pcmasterrace/comments/3rln40/leak_of_comcast_info_about_the_coming_spread_of/)), as a punishment for not using cable service, or an attempt to bully us to purchase cable or satellite. This practice is being viewed as an attempt for an already money-hungry monopoly (only cable ISP, or any ISP offering service over 25MBps in Sherwood, AR) of Internet Service Providers to further drain its customers of cash.

This needs to stop. As a Government Employee, I demand that my Government step in and address the morality of this issue. This is not a legitimate use of capitalism. Just because you can charge for a particular service that only you provide, doesn't mean that you should.

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**Ticket: # 637057 - Death threat**

**Date:** 11/5/2015 12:12:00 PM

**City/State/Zip:** Lake Worth, Florida 33463

**Company Complaining About:** Yahoo Message Board

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## **Description**

Amadreus 42 minutes ago

1 ?

0 ?

Schuyler....i hope your (b) (6) . and ill hunt you down and (b) your throat from ear to ear when i trace your IP adress and (b) (6) when you sleep.

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[Ticket: # 637152 - Data Caps with Comcast in Atlanta](#)

**Date:** 11/5/2015 12:38:39 PM

**City/State/Zip:** Conyers, Georgia 30012

**Company Complaining About:** Comcast

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## **Description**

I live in a suburb of Atlanta, Conyers, where I am too far from an ATT node to get DSL, meaning my only choices for internet are satellite and Comcast. As my wife and I are teachers we do consume quite a bit of data creating videos for our classes and uploading them to youtube as well as looking for resources for our classes. Comcast's bandwidth cap is greatly limiting our ability to do these things as it quickly becomes prohibitively expensive to do so with the 300 Gb cap in place and charges for overages.

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**Ticket: # 637216 - Comcast Data Cap - Outrageous**

**Date:** 11/5/2015 12:55:45 PM

**City/State/Zip:** Estero, Florida 33928

**Company Complaining About:** Comcast

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### **Description**

I have been a loyal Comcast customer for quite some time. When I signed up for my service there was absolutely no indicator that my service would be capped by bandwidth. I am finding out that areas around me and potentially my area are going to start being capped. I did not sign up for that.

I do not agree with this at all. Their customers were never notified when they were signing up. This is bait and switch. The FCC should investigate this and stop Comcast from screwing over their customers. The bandwidth cap doesn't even make sense. They offer us faster speeds, but the cap doesn't even scale! I will easily reach the bandwidth cap without even trying!

If the issue is a case of infrastructure, Comcast should be forced to invest more money into their infrastructure in order to expand it to ensure they can meet the expectations of their customers. Comcast is doing this because they know there is no competition in a lot of areas. This is anti-competitive, it goes against industry standards, and is something that is not in any way, shape, or form required.

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[Ticket: # 637284 - Bing Ads violating CAN-SPAM act](#)

**Date:** 11/5/2015 1:17:31 PM

**City/State/Zip:** Stateline, Nevada 89449

**Company Complaining About:** Charter

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## **Description**

They keep sending me emails with no details on how to opt-out.

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[Ticket: # 637289 - Data cap on home internet service](#)

**Date:** 11/5/2015 1:17:56 PM

**City/State/Zip:** South Florida, Florida 33082-3114

**Company Complaining About:** Comcast

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## **Description**

As I understand, starting in December, my internet carrier will be placing a "cap" on the amount of data that I may access from my HOME service. This places an undue burden on lower income families and definitely limits access for students (who may already have difficulty accessing the internet.) Capping data is nothing more than a money-grab by Comcast. The unmitigated greed goes against everything (access to information) that the internet was created to do. As the US government and taxpayer dollars INVENTED this educational communication tool, private for-profit-companies should NOT have the right to limit the scope of its services.

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**Ticket: # 637299 - Theft of property from CBS and Viacom**

**Date:** 11/5/2015 1:21:07 PM

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

**Company Complaining About:** Cox

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## **Description**

On YouTube at at least this link [h\(b\) \(6\)](#) possibly at other links/videos on YouTube, is theft of property from CBS' and Viacom's Late Show with David Letterman (you investigate this we pay you for that. I nor anyone else, except YouTube, should be responsible for finding and reporting all instances of theft on YouTube). This is simple theft, plus it endangers the public, teaches children that stealing is socially acceptable, and it teaches adults this too.

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**Ticket: # 637415 - Comcast Data Caps**

**Date:** 11/5/2015 1:51:21 PM

**City/State/Zip:** Easton, Maryland 21601-2732

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing limits on the amount of Data transferred on their broadband internet service. They are doing it in a malicious and unfair manner. Please review their practices as seen here

(b) (6)

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**Ticket: # 637458 - Comcast limiting home internet access**

**Date:** 11/5/2015 2:01:08 PM

**City/State/Zip:** Pompano Beach, Florida 33069

**Company Complaining About:** Comcast

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### **Description**

I'm complaining because they did not notify anyone that they were doing this and are charging an extra \$30 a month if you want unlimited access. They have put a cap on how much internet that we could use at home. When i called them they stated that they had no way to notify us of the change and that they can change our contract at any time they want

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**Ticket: # 637472 - Comcast Data Limit**

**Date:** 11/5/2015 2:03:19 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## **Description**

Hi,

I have been seeing that Comcast is thinking of putting a limit on the amount of data that I can use. This is terrible because I have no other options where I live and feel like this is a really unfair way of going about it. Please stop comcast from being able to charge whatever they want for data. The internet was built on free and equal access for all. Comcast is making it so that some families cannot afford internet at all. MAKE THIS STOP.

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**Ticket: # 637520 - Bandwidth Caps**

**Date:** 11/5/2015 2:12:22 PM

**City/State/Zip:** Mount Holly Springs, Pennsylvania 17065

**Company Complaining About:** Comcast

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## **Description**

I wanted to take a moment to voice my opposition to internet bandwidth caps. These arbitrary caps are purely to protect legacy cable business. Networking experts have repeatedly noted that usage caps aren't an effective way to manage congestion anyway. The cable industry itself has even admitted that usage caps aren't about congestion, more recently trying to claim that the higher bills all customers will ultimately face is an issue of "fairness." If we want to stay on top of innovation in this country, we need to stop these caps now.

Thank you.

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[Ticket: # 638039 - Comcast data caps](#)

**Date:** 11/5/2015 4:21:15 PM

**City/State/Zip:** Centerville, Massachusetts 02632

**Company Complaining About:** Comcast

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## **Description**

I emailing about Comcast to complain about the 300GB cap they are proposing. This is unacceptable.

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**Ticket: # 637868 - Usage Caps and Penalties****Date:** 11/5/2015 3:40:53 PM**City/State/Zip:** Chicago, Illinois 60647**Company Complaining About:** Comcast

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**Description**

This is a preemptive concern about the recent news that Comcast is widely expanding the 300GB usage cap, with a \$10 penalty per 50GB overage or \$35 monthly fee to remove the cap. I am worried it is only a matter of time before this policy reaches my service area. The only other viable competition is AT&T Uverse, which also implements a 250GB usage cap and steep penalties for users who go above. They claim that this is to do with fairness, but it is clear that this policy is a blatant cash grab. This policy would raise my monthly bill from \$50 to \$85 - an extra \$420 per year. They claim that most users won't feel the impact, and that may be true today, but as streaming of high definition video gains popularity, more and more users will feel this policy in their wallets. Comcast's own streaming service, which is bundled for their Cable TV customers, does not count against the cap. This is unfair to those customers who choose not to subscribe to cable TV. This is also extremely unfair to competing services from Netflix, HBO, Sony, Microsoft, Google, and many others.

Comcast must either offer a true metered service like any other utility, or preserve the unlimited use / fixed price model. They can't have the best of both worlds, at the expense of their user base who has no other choice.

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[Ticket: # 638108 - Comcast Data-caps on wired internet](#)

**Date:** 11/5/2015 4:36:52 PM

**City/State/Zip:** Brunswick, Georgia 31520

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast Customer in the Southeastern region of GA. My region isn't yet affected by the incoming 300GB data-cap currently being implemented all over GA, but recently, and I'm sure you've been linked to them, Comcast documents have been leaked about how to handle the "damage control" with the expansion of this... restriction. Technologically, there isn't any reason for this. These are WIRED connections, not radio not cellular, there isn't any real reason for this change in policy except to milk as much money from the consumer as possible. Please, I and many other Georgians implore you to investigate Comcast.

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[Ticket: # 638211 - Comcast](#)

**Date:** 11/5/2015 4:59:44 PM

**City/State/Zip:** Peru, Indiana 46970

**Company Complaining About:** Comcast

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## **Description**

Recently there were leaks from Comcast regarding data limiting and how they plan to utilize it nationwide. This needs to stop. Comcast already has a monopoly on the Internet, TV, and Phone business in the US, and has more than enough money to give everyone unlimited data, just like before.

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**Ticket: # 638300 - Comcast Internet Caps**

**Date:** 11/5/2015 5:17:14 PM

**City/State/Zip:** Miramar, Florida 33029

**Company Complaining About:** Comcast

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## **Description**

As you most likely know, Comcast has been applying its internet usage cap system lately and it is unacceptable.

I live in family of 5, and staying below 300GB is impossible. Just in September we used double of the cap, because we did buy the infinity "upgrade". Even though my family has been fortunate enough to afford this, I know there are many that cant, and its completely unacceptable. Its ridiculous what these ISP's are doing, and if we don't take action, its only going to get worse.

So please, lets take action. Keep the ISP's in check and people of US happy.

Thank you for reading,  
Sincerely, a common US resident.

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**Ticket: # 638606 - Anti-trust in hometown**

**Date:** 11/5/2015 6:42:50 PM

**City/State/Zip:** Swansea, Massachusetts 02777

**Company Complaining About:** Comcast

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## **Description**

I began looking into the possibility of municipal broadband in my city, when I discovered our mayor signed a contract with Comcast giving them exclusive access to our towns cable infrastructure, thus forcing out any possible competition. This is clearly a violation of the townspeople's rights, and is an anti-trust violation. I would like for this contract to be nullified so that I can be provided with a choice in ISP services.

<http://www.heraldnews.com/article/20091205/NEWS/312059660>

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**Ticket: # 638618 - Comcast Data Caps in Shreveport LA**

**Date:** 11/5/2015 6:45:09 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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### **Description**

Comcast is the only cable\internet available in my area. I have no other choice for high speed internet. No choice. How is that not a monopoly? Now they are limiting my data. 300 gb. Which is JUST enough to screw me over when i watch netflix streaming. Oh, and i can totally bypass the cap, by paying an extra 40 bucks a month. Im so tired of getting the short end of the stick. I give and give and give my money, and i dont get better service. I get worse service. This should be illegal. Im tired of being bled dry by these massive corporations.

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[Ticket: # 638675 - Arbitrary usage caps](#)

**Date:** 11/5/2015 6:56:48 PM

**City/State/Zip:** Glendale, Arizona 85318

**Company Complaining About:** Cox

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## **Description**

Cox Communications has imposed arbitrary usage caps on internet service. The covert purpose of these caps is to limit competition of online video providers such as Netflix, Amazon, and Hulu, to Cox's cable TV service.

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[Ticket: # 638680 - Time Warner Monopoly](#)

**Date:** 11/5/2015 6:59:09 PM

**City/State/Zip:** Tustin, California 92780

**Company Complaining About:** Time Warner

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## **Description**

My complaint is simple but very common. I'm tired of being told it's a free market when it's quite clearly the opposite. I'm tired of corporate lobbyists determining what's best for the people. Also? I'm tired of not being the greatest nation in the world anymore. With the profits big telecom make - it's high time we update our infrastructure.

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**Ticket: # 638787 - Comcast Data Caps**

**Date:** 11/5/2015 7:30:52 PM

**City/State/Zip:** Pueblo, Colorado 81004

**Company Complaining About:** Comcast

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### **Description**

This is ridiculous. Why should this GOVERNMENT ALLOWED. Fucking Monopoly be able to limit my internet. I'm not going to pay 100 fucking dollars per month for 200gb of data. Have you ever seen google fiber? How about funding THAT to help bring America into this decade instead of these Rockefeller style monopoly.

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[Ticket: # 638720 - internet monopoly in amherst mass](#)

**Date:** 11/5/2015 7:10:28 PM

**City/State/Zip:** Amherst, Massachusetts 01004

**Company Complaining About:** Comcast

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## **Description**

Throughout the western mass area, specifically, Amhers. And Hadley. In western made in each town we only have one choice for internet. Comcast is my only provider abd it costs me nearly \$80 for internet a month. The speed is a paltry 25 mbs per second if I'm lucky. Why should an educational powerhouse like the five college area be stuck with one internet provider who serves every school in the area? Seems like a large amount of price gouging on not only residents, students, and businesses, but also government entities. Why do I have to hear ads from comcast if they ate my only option. It is ridiculous. Please bring municipal fiber, or enforce a breaking of territorial allocation these companies have. This is anticompetitive behavior plain and simple for a good that should be a basic service available for extremely low cost. I can promise you comcast has not made any updates to their infrastructure and does not plan to, thank you for your time.

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[Ticket: # 639026 - Comcast screw-job](#)

**Date:** 11/5/2015 8:13:37 PM

**City/State/Zip:** Ferndale, Washington 98248

**Company Complaining About:** Comcast

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## **Description**

FCC,

How in the world does comcast think their newly announced 300Gb cap are fair use? They are restricting our nations ability to progress forward. This natural monopoly they have is enabling them to money grab from consumers and it needs to be put to a stop. It costs them no more money to serve more data to people, they are simply enacting this to line their pockets.

-Shane

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**Ticket: # 638967 - Comcast Data caps**

**Date:** 11/5/2015 8:02:23 PM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to cap its costumers who already pay for Unlimited Internet to a 300 GB cap. They are doing this because they are a monopoly in a lot of areas and there is no where for a lot of people to switch to. This needs to be stopped NOW! They are also doing this so that people will be less likely to use Netflix as it will make them reach the cap faster. By not being able to use Netflix they are hoping costumers will start to pay for Comcast cable! They are using their power as a monopoly to harm their consumers! Please help!

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**Ticket: # 638822 - EULA's**

**Date:** 11/5/2015 7:38:13 PM

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

**Company Complaining About:** Time Warner

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## **Description**

Many apps and even updates to software require you to read and sign a EULA-end user license agreement. These EULA's have become so long, so full of legalize and small print and so widespread that I defy anyone has, first the time to read them and more importantly understand what you are agreeing to.

Can't we have some simple rules as to what the company or web site should do and what the consumer has to do. There has to be a better way than to allow the companies to put anything they want in these EULA's even at the destruction of the rights of their customers. For example, it appears that mandatory arbitration agreements are common in these EULA's and there is mounting evidence that they allow the companies to fleece customers with no fear of court action or penalty of any kind while the customer can lose substantially. These should be stopped. Also what else is in these EULA's that is hidden from view?

Please propose legislation so Congress can act to get some fairness and "light" on these EULA's. I certainly find the internet and the smart phone Apps traps for the consuming information public to fall pry to not only Marketers but even scammers. We need rules that are simple and complete.

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**Ticket: # 638867 - Data cap**

**Date:** 11/5/2015 7:48:04 PM

**City/State/Zip:** Mohawk, Tennessee 37810

**Company Complaining About:** Comcast

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## **Description**

i received an email about a monthly cap of 300Gb. I use the internet for all my streaming and gaming needs. The games i play need to be installed and can range from 1GB to over 40GB and that is just the games. They have patches that are just as high. Streaming content is just as important and i use all the major sites to stream shows and videos. I believe in a unlimited internet. I do not want to see a cap on what i can use. My home is a connected home. I use a smart thermostat with smart light bulbs and smart outlets. Even though the devices are not that data intensive i now have to pick and choose what to use the internet for? I have security cameras that i use to check on my home. The point is we are a connected society and we pay for the connection not what we use the connection for.

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**Ticket: # 638872 - DATA CAPS**

**Date:** 11/5/2015 7:49:12 PM

**City/State/Zip:** Pasadena, Maryland 21122

**Company Complaining About:** Comcast

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## **Description**

At this point, where it has become so inexpensive to create, transmit, and store data, how can the US continue to rely on companies like comcast and time Warner (companies that are known for their TV service - Conflict of interest much?) to provide fair service? These companies are taking advantage of customers, slowing service, capping data but allowing free use of their own services, and disincentivizing Internet use. In a time of data and big data, we are moving backwards on Internet availability and overall service. Stop the caps! Regulate like a utility! This needs to end.

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[Ticket: # 642383 - Sprint purchasing Clear](#)

**Date:** 11/6/2015 8:50:55 PM

**City/State/Zip:** Los Angeles, California 90043

**Company Complaining About:** Sprint

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## **Description**

Sprint purchased Clear and is not providing any service that is close to comparable. It's the beginning of a Monopoly buying the little carriers and then forcing people to go with a much more expensive carrier for the same service.

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**Ticket: # 639050 - Comcast and "Flexible Data Plans"**

**Date:** 11/5/2015 8:24:07 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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**Description**

Hello FCC,

As you know, Comcast announced plans to enforce a 300gb data plan with "overage fees" when their customers go above that usage. This is being rolled out to a large number of customers. This is a terrible first step in a direction that, if uncorrected, could lead other companies down that path. Comcast is the only viable option in my area, and if this was put on me I wouldn't have an option to switch.

I implore you to do what you can to regulate Comcast's steps in this direction now, before this gets worse. The internet is a critical part of many peoples lives in this country. It isn't some limited resource, as Comcast has even stated, "This isn't about congestion management." This is about profit margins for a few, at the cost of many.

Thank you.

Regards,

(b) (6)

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[Ticket: # 639057 - Data cap is from the last century](#)

**Date:** 11/5/2015 8:27:07 PM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

we, the people of the United States, refuse to be one of the most backwards countries when it comes to internet. While other countries enjoy the non-stop developing internet and communication technologies., we have to live with ISP's like Comcast that abuses the nonexistence of a law that requires them to uphold any data limit on their internet service. Please look into this matter as it's your priority to protect the people from the greed of ISPs.

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**Ticket: # 639120 - Personal Objection to Comcast Data Caps (or Limits if you prefer)**

**Date:** 11/5/2015 8:41:37 PM

**City/State/Zip:** Plymouth, Minnesota 55447

**Company Complaining About:** Comcast

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## **Description**

Comcast plans on introducing limits to the amount of data a customer can use under certain price points. They say they are not limiting data because customers who need to use more data can pay for more. I would argue the fact that they are putting more data usage behind a paywall is limiting data for those of us who can't afford to go over. I work from my home and use my internet to do my entire job. With my income I can afford certain amount of data from Comcast but what happens when my job pushes me over the limit of data Comcast offers? Suddenly I can't do my job and can't make money to pay Comcast enough to cover my data to begin with.

I think Comcast needs to be made an example of in this industry. Broadband is a utility like any other and arbitrary limits should not be set.

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[Ticket: # 639252 - Data usage on high speed internet.](#)

**Date:** 11/5/2015 9:18:10 PM

**City/State/Zip:** Albany, Oregon 97321

**Company Complaining About:** Comcast

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## **Description**

As you well know, Comcast had instituted a 300gb per month limit in a lot of areas and are planning to expand to other markets soon. Access to the internet is critical for my job and I won't be able to afford the necessary amount of data that I require. For many, internet access is no longer a luxury but a requirement. This is unacceptable. I have no other high speed internet providers in my area that I can switch to. Please, you have the power to reel this in before it gets out of hand.

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[Ticket: # 639332 - Comcast Xfinity evidence of data limiting](#)

**Date:** 11/5/2015 9:39:55 PM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** Comcast

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## **Description**

You've probably already received this information from many people, but this is an internal memo that Comcast/Xfinity is setting up internet fast lanes.

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[Ticket: # 639356 - Comcast data cap](#)

**Date:** 11/5/2015 9:48:03 PM

**City/State/Zip:** Northport, Alabama 35473

**Company Complaining About:** Comcast

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## **Description**

I think that the data cap's that Comcast has put into place is pure extortion. They are abusing their monopoly status. And yes they are a monopoly since there are no true alternatives for high speed Internet. I would vote with my dollars by using another ISP but no others have true high speed.

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[Ticket: # 639391 - Comcast Data Caps](#)

**Date:** 11/5/2015 9:57:23 PM

**City/State/Zip:** Columbia, South Carolina 29206

**Company Complaining About:** Time Warner

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## **Description**

Comcast's policy of capping and charging for additional data is unfair and extortionate. I am concerned that Comcast's policies will embolden other isps to

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[Ticket: # 639528 - Just](#)

**Date:** 11/5/2015 10:39:55 PM

**City/State/Zip:** San Francisco, California 90210

**Company Complaining About:** Comcast

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**Description**

For testing purposes.

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**Ticket: # 639553 - Comcast Data Cap and Monopolistic Practices**

**Date:** 11/5/2015 10:54:51 PM

**City/State/Zip:** El Cajon, California 92020

**Company Complaining About:** Comcast

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**Description**

To whom it may concern in the FCC,

While not currently serviced by Comcast, I have however been forced to turn down two job offers which necessitate relocation to areas that only have a single service provider- that of Comcast. While Comcast has been proven time and again to provide laughably subpar service with higher than average pricing due to lack of competition (often due to local legislation restricting further cable/fiber development), the recent changes to current servicemembers limiting their data download for no other reason than that of profit hoarding is the straw that has broken my back, and is a clear attempt to stifle our nation's infrastructure.

Because of Comcast's monopoly and these anti-competitive, punitive, and corrupt actions my ability to work from home (often transmitting large CAD and SOLIDWORKS files that would quickly surpass 250 GB alone, not including streaming and browsing) and thus limit my choice in work.

Please take action to reign in the monopoly that is Comcast and enforce net neutrality so that I, amongst others, can use our nation's infrastructure as it was intended!

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**Ticket: # 639563 - Comcast Data Caps****Date:** 11/5/2015 11:03:59 PM**City/State/Zip:** Stratham, New Hampshire 03885**Company Complaining About:** Comcast

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**Description**

As I'm certain you're aware, there's recently been a leak of documents by a customer service representative at Comcast. These documents detail a new program which will offer "unlimited" data usage, which they cap at 300gb and then charge \$10 for each additional 50gb of data used. They offer a \$5 credit if you're able to keep your data below 5gb a month, which is less than I, an average consumer, use on my cell phone alone.

Internet is no longer a luxury, it's a necessity. It's ingrained in our daily life. There's virtually nothing we do which isn't either impossible or significantly easier without the internet. I'm finding it difficult to describe the numerous ways in which we use it, simply because there's few ways we don't. We use it to communicate, to apply for jobs, to get our news, to entertain ourselves. There's no school that doesn't require its students to access it, and some are even issuing tablets or laptops to assist with their work. It's incorporated into our vehicles, and every workplace in America. The majority of monetary transactions occur by use of the internet.

It's time to reclassify the internet as what it actually is, a utility. It's as necessary as running water and electricity to maintain the quality of life that the American people are accustomed to and deserving of.

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**Ticket: # 639568 - Comcast Data usage limits suck**

**Date:** 11/5/2015 11:05:32 PM

**City/State/Zip:** Williamsville, New York 14222

**Company Complaining About:** Comcast

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## **Description**

Dear FCC, I'm not a Comcast customer. I have to deal with time Warner instead. But the growing trend I am hearing about where comcast is enforcing data usage limits for regular household Internet is extremely worrying.

How is it possible that the United states of America is one of the only developed controls in the world which has such anticompetitive companies being allowed to operate and provide such terrible service?

The enforcement of the caps are designed to punish video streamers. Im sure you've heard it before...

I don't even know what to say. Someone needs to do something though.

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[Ticket: # 639740 - Data caps on internet.](#)

**Date:** 11/6/2015 12:07:23 AM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** Comcast

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## **Description**

I'm sure there have been plenty of good arguments made by others here, so I'll just say.

Please regulate the fucking ISPs.

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**Ticket: # 639750 - Comcast Data "Management"**

**Date:** 11/6/2015 12:14:04 AM

**City/State/Zip:** Lynchburg, Virginia 24503-4429

**Company Complaining About:** Comcast

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## **Description**

As you're aware, there are two primary providers of high speed, residential internet service in the US: Comcast and Time Warner. Presently, Comcast is increasing cost for what has become a basic UTILITY to an almost 2,000% markup for bandwidth used over 300gb / month. This is a completely arbitrary number and additional usage doesn't cost Comcast anything. They're simply increasing profit margins at the expense of large bandwidth-consuming application providers and their customers. Please do all that you can to protect American citizens and help us to make the internet a free, open place.

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[Ticket: # 639813 - Comcast data cap](#)

**Date:** 11/6/2015 12:48:05 AM

**City/State/Zip:** Richmons, Texas 77407

**Company Complaining About:** Comcast

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## **Description**

I feel this is a blatant attempt to choke consumers out of more money. As technology evolves, we become more dependent on the Internet; especially in our homes. It is already necessary and burdensome to check our cell phone data usage daily despite paying over \$150/month to make sure we don't exceed the "cap." But now, they want to start the same slippery slope in our home, where we thought we were safe. And ultimately this serves no purpose other than money hunger.

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[Ticket: # 639814 - Comcast data cap.](#)

**Date:** 11/6/2015 12:48:32 AM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Comcast

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## **Description**

I'm not sure what I can say that hasn't been said but this is just brutally unfair to the American people. It's one thing to gauge the prices of loyal customers but it's another when most of these customers don't have alternatives to Comcast because they own all the lines for communication. I don't know what you can do or what we can do as consumers but I'm willing to do anything to stop Comcast's monopoly.

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**Ticket: # 639883 - Stop the ISPs and their Data Caps**

**Date:** 11/6/2015 1:29:47 AM

**City/State/Zip:** Western Springs, Illinois 60558

**Company Complaining About:** Comcast

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**Description**

Mr. Wheeler, I know there is little chance you will ever read this comment yourself. But if you do, or to any employee or bored intern who has to go through these, I beg of you: stop Comcast, and AT&T, and all these other miserable companies that somehow have decided it's okay to profit off of dragging our country back in time and sabotaging our ability to innovate and grow in so many ways.

[https://www.reddit.com/r/technology/comments/3rnfnm/leak\\_of\\_comcast\\_documents\\_detailing\\_the\\_coming/](https://www.reddit.com/r/technology/comments/3rnfnm/leak_of_comcast_documents_detailing_the_coming/)

That's a link to one of the many reddit threads filled with complaints and curses and screaming and utterly all-consuming rage over finding out what kind of blatant, lying, anti-competitive practices Comcast is up to. The free market was not meant for this. Our country was not meant for this. The internet was not meant for this when it was born as ARPANET in a DARPA facility all those years ago.

This is, without mincing words, bullshit. Utter, utter bullshit. And you all know it. They know it. Comcast knows it. We ALL know it.

Do something about it.

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[Ticket: # 639908 - Isp data caps](#)

**Date:** 11/6/2015 1:42:50 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15232

**Company Complaining About:** Comcast

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## **Description**

There should not be a limit or "cap" on the data that is provided by your isp

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**Ticket: # 639913 - Comcast Internet**

**Date:** 11/6/2015 1:46:49 AM

**City/State/Zip:** St Paul, Minnesota 55101

**Company Complaining About:** Comcast

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## **Description**

The Internet has become as integrated into our lives as electricity had been and something needs to be done to make it so ISPs can't just hold us hostage. All I want is done other options for Internet, after poor customer service and the new data overages I want some rules changed. Honestly I'm not an expert and I don't know what to do but all I'm asking is for rules to enable some other competition. My speed and everything is fine but I want an environment where I don't feel like the company views me as a giant money piñata they can relentlessly abuse.

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[Ticket: # 639919 - Xfinitys data caps](#)

**Date:** 11/6/2015 1:51:25 AM

**City/State/Zip:** Ada, Michigan 49301

**Company Complaining About:** Comcast

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### **Description**

This is completely unacceptable. I have become adjusted to my way of life (includes using more than 300 gbs a month) and I am intilded to it. This is seen as a big giant fuck you to the consumers. Comcast has people on an addiction and now they are raising the price even though they are already filthy rich. This is unacceptable. Please change this immediately.

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**Ticket: # 639972 - Comcast Data Caps**

**Date:** 11/6/2015 2:50:35 AM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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### **Description**

I would like to know why we are being capped for using our internet. I already pay \$70 a month and now they wanna charge me \$35 more for unlimited internet when im already supposed to have unlimited. They sent me an email saying I dont use more than 300g but when i checked my data usage on their website I used 450g in one month and a bunch of my friends and family use more than 300g a month.

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**Ticket: # 639993 - Comcast has an illegal monopoly**

**Date:** 11/6/2015 3:24:24 AM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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### **Description**

Comcast has no impetus to treat its "customers" with any shred of respect. I use the word "customer" here loosely. While, yes, I do give Comcast money every month for something I need for my career and most of my business transactions, my lack of options in service providers renders me more of a "serf" or even "slave" to this corporation. Were there any competition at all, every customer would switch providers. As it stands, Comcast continues to abuse its monopoly. Either break up Comcast's monopoly, lay down more cables for other providers, or provide tax-funded public internet to everybody. Or really anything. Just do SOMETHING for godskakes.

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**Ticket: # 639998 - mobile internet issue**

**Date:** 11/6/2015 3:26:21 AM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Sprint

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## **Description**

As you probably know sprint is shutting down 4g wimax on the 6th of november. I there by become one of clearwires refugees because it puts them out of business. Now I think sprint and other companies are violating net neutrality because the don't give a option like I cad with clearwire of unlimited full speed. On a phone plan I could understand selling certain amount of data. When a person is buying just internet I believe that it should be unlimited for the person to be able to use it full time without having to worry about running out. I know they can handle it clearwire did it 4 years till the 6th of november. Here is another point isn't net neutrality about ensuring that the future of the internet be progressive. Selling data by the gigabit is a little regressive. Please help the future of internet will never be totally wireless unless this issue gets resolved. You could at least stop sprint from shutting down 4g until they agree to take any refugees of any daughter companies going out of business like clearwire. thank you for your time.

Sincerely

john p. thatcher

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[Ticket: # 640012 - Internet data caps](#)

**Date:** 11/6/2015 4:03:59 AM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast

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### **Description**

Comcast and other internet providing companies should not be allowed to cap its user data or force fines for going over! The internet is a right! And should be regulated as such, please classify the internet as a utility!

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**Ticket: # 640104 - Comcast usage caps**

**Date:** 11/6/2015 8:24:24 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented a 300GB monthly usage cap on their broadband service. Going over this cap forces the consumer to pay \$10.00 for a block of 50GB. You could potentially go over your cap by 1MB and still end up paying an additional \$10. They are also offering in the Miami, FL area the option of paying an additional \$30 on top of current monthly price to return your service level to what it once was (unlimited). These moves are purely greed related to shore up their losses in the TV market and not having any real competition. AT&T can not compete on speed and have similar usage caps; collusion anyone? How can Comcast justify usage caps when there is no evidence of network congestion concerns? This is purely motivated by greed and when I signed a two year contract I was not told of an impending usage cap. Please stop Comcast, AT&T and any other ISP from such anti-consumer behavior!

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**Ticket: # 640442 - Regulate ISPs similarly to other service industries**

**Date:** 11/6/2015 11:07:25 AM

**City/State/Zip:** Mont Clare, Pennsylvania 19453

**Company Complaining About:** Comcast

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## **Description**

Please continue to re-classify internet as a necessity, not a luxury. Many devices not only streamline information over the internet, but require an internet connection for our safety and well-being. We are not talking coffee makers here, but security systems, medical equipment, and rescue equipment to name a few.

Whatever systems are in place that prevent the water company from charging us \$300 a month for water, should be in place for internet as well. ISPs do not own the land in which their pipes are laid, and as such, they should be providing a fair service for all users. Instead, they extort users to maintain their exorbitant profits.

Please create and enforce regulations on for-profit companies that should be classified as service industries.

Thank you for your time.

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[Ticket: # 640456 - Internet is a utility](#)

**Date:** 11/6/2015 11:09:51 AM

**City/State/Zip:** New York, New York 10000

**Company Complaining About:** Comcast

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### **Description**

comcast is creating a cap and charging \$30 to get rid of it. this is extortion for something that is a necessity!

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**Ticket: # 640468 - Net Neutrality/ Unfair +Misleading Practice****Date:** 11/6/2015 11:13:55 AM**City/State/Zip:** Cedar City, Utah 84720**Company Complaining About:** T Mobile

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**Description**

Upon verifying that my area was not supposed to experience prioritization with T-Mobile a month ago they continue to do so. Technical support has verified that the submitted request was not properly submitted and suited a new request 3 days ago. Consumers such as myself have been a victim of misleading T-Mobile policy. This policy states, "Based on network statistics for the most recent quarter, Unlimited high-speed data customers who use more than 23GB of data during a billing cycle will be de-prioritized for the remainder of the billing cycle in times and at locations where there are competing customer demands for network resources." It continues to say, "where the network is lightly loaded in relation to available capacity, a customer whose data is de-prioritized will notice little, if any, effect from having lower priority. This will be the case in the vast majority of times and locations. At times and at locations where the network is heavily loaded in relation to available capacity, however, these customers will likely see significant reductions in data speeds, especially if they are engaged in data-intensive activities.." when your data speed reduces from many Mbps to 28kbps it is noticed. So much so that Google can take 15 minutes to load if it doesn't fail to load all together. If this is not misleading and unfair then what is? They advertise unlimited 4glte and then restrict the rate after 23 gb to a speed so slow you can't load a single page. T-Mobile says, "at times and at locations..." but, the word locations is ignored or plain misleading.

Currently T-Mobile has claimed intent to lower the 23GB prioritization cap to 21GB. For the consumers who purchased 2 years ago the new prioritization is unfair if not a contracted terms and condition violation.

How is any of this considered fair and equal business practice. A honest and fair consumer, person or, persons would be well off to respond in legal action. As a retired federal employee the government doesn't have to keep me responsible for my actions. Why does the FCC have to spend money notifying, restricting and investigating a company's actions? What T-Mobile is doing is wrong by federal standards and considered misleading and unfair by many consumers standards.

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**Ticket: # 640535 - Comcast Data Caps**

**Date:** 11/6/2015 11:27:58 AM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast is setting a dangerous precedent in being allowed to pick a number (300GB) and start charging additional fees on top of the exorbitant price of their internet service. My family watches a few hours of shows streamed over Netflix and Hulu, and also utilize a backup service to keep our computers backed up, and we've gone over the 300gig limit 2 out of the last 3 months. I definitely wouldn't consider my internet usage to be excessive, especially when I work a full-time job outside of the home, but I have been targeted to provide comcast with additional funds without changing my behavior or internet usage in any way.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 640648 - Comcast Data Caps**

**Date:** 11/6/2015 11:53:47 AM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

Honestly? How long is a regulatory agency going to sit back and let blatant anti-consumer policies like this continue? Comcast claims that the caps exist because some users are putting too much "strain" on their networks, but apparently if I'm willing to pay overage fees suddenly my usage is not a problem! On top of that, if I pay \$30 a month suddenly I'm on "unlimited" data once more and my "impact" to their network is apparently fine.

In a market with little-to-no competition Comcast is price gouging their customers and it's time the FCC stepped in and did something about it. Like Ma Bell of old it's time to take these monstrous internet companies to task and bring REAL competition to the marketplace. I hate Comcast, and literally the moment I have another option I will switch, but right now, I don't. That's not a free market, that's a monopoly.

Do something.

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**Ticket: # 696500 - BLOCKING EVERYTHING**

**Date:** 12/8/2015 9:56:55 AM

**City/State/Zip:** Baltimore, Maryland 21222

**Company Complaining About:** Other

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**Description**

WHY DO YOU BLOCK EVERYTHING I CAN'T LISTEN TO ANY MUSIC CUS OF YOU!!!!!!!!!!!!!!!!!!!!!!!!!!!!  
YOU BLOCK STUFF THAT ISN'T EVEN INAPPROPRIATE!!!!!!!!!!!!!!!!!!!!!!!!!!!!

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**Ticket: # 644052 - Stealing**

**Date:** 11/8/2015 8:42:16 AM

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

**Company Complaining About:** Cox

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### **Description**

This video <https://youtu.be/wciVK90GJOY> on YouTube is a blatant disregard for the law. It is theft. One purpose of Government is to protect its people. A Government that allows theft to continue teaches its people that shop lifting is not a crime.

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[Ticket: # 640962 - Data caps](#)

**Date:** 11/6/2015 1:30:01 PM

**City/State/Zip:** Landisville, Pennsylvania 17538

**Company Complaining About:** Comcast

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## **Description**

While i am all for businesses experimenting and setting their own prices i am not ok with de facto monopolies for high speed Internet having that "right". Either we require govenment price regulation or more competition similar to electric and telephone models of service providers. Personally i would prefer a more competitive infrastructure requirement for high speed Internet providers.

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**Ticket: # 641065 - Comcast data cap and restricting types of broadband usage.**

**Date:** 11/6/2015 1:52:07 PM

**City/State/Zip:** Knoxville, Tennessee 37931

**Company Complaining About:** Comcast

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## **Description**

Comcast has a cap on data usage for its subscribers which is adding additional charges to users bills if they go over the cap as deemed by Comcast. The usage cap seems to be completely arbitrarily set by Comcast based on figures of their own choosing. The additional charges are forcing many people to cut back on their access to data broadcast companies such as Netflix, Hulu etc and limiting the amount of time spent playing online games, net browsing, music listening and so on. This is interfering with access to the internet by adding unreasonable charges to already over inflated charges, which are enabled by its monopoly like trading practices. I do not have to pay Delta Faucets additional money for the amount of water that comes through their purchased equipment in my house, I pay the water company for that. Why should I have to pay Comcast for the amount of data I stream through their equipment? I pay the data broadcasters for that. I pay Comcast to provide the equipment not to dictate what I can use it for by increasing their charges on certain types of usage unjustifiably and unfairly.

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**Ticket: # 641327 - Comcast Data Cap and Unlimited Data Plan**

**Date:** 11/6/2015 2:51:24 PM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

I have been a customer of Comcast for more than 10 years. I recently received a notice that I would incur overage charges if I exceed 300GB of data in a month. I have two teenage sons who purchase digital games through their Xbox and Playstation consoles. Additionally, all of us in the family use Netflix and Youtube. I am outraged that Comcast is now gouging me for an additional \$30 per month so that I do not incur "overage" charges. While I could go with AT&T, the reality is the speed of that service is nowhere close to that of Comcast and therefore is not an option. I only wish Google Fiber was offered in my area. Internet service today is just important to a household as land line telephone service was thirty years ago. Comcast should be forced to share its line if that is what it is going to take to allow for competition and stop Comcast's stranglehold on my internet service. Please, FCC, act and do something on this issue that is for the good of the consumer.

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[Ticket: # 641519 - Comcast Data Caps](#)

**Date:** 11/6/2015 3:38:13 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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### **Description**

Caps by Comcast in the Tucson area, limited to 300GB a month.

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**Ticket: # 641623 - Comcast Open Internet/Net Neutrality Complaint****Date:** 11/6/2015 4:08:04 PM**City/State/Zip:** Knoxville, Tennessee 37921**Company Complaining About:** Comcast

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**Description**

Comcast recently introduced a 300 GB data allowance in my area, charging \$10 for each additional 50 GB of data downloaded. Comcast argues that this allowance is promotes "fairness and providing a more flexible policy to our customers" (<http://arstechnica.com/business/2015/11/comcast-brings-data-caps-to-more-cities-says-its-all-about-fairness>). I believe this allowance is unreasonable, unfair, and warrants further investigation by the FCC.

I use Comcast internet for moderate amounts of online entertainment (Netflix, online gaming, other forms of streaming, perhaps 10-12 hours per week). I work from home four days a week, consuming 1-5 GB per work day. I also volunteer in the FCC's "Measuring Broadband America" initiative , where I utilize a "SamKnows Whitebox" to perform regular speed checks, which consumes a chunk of my data allowance.

I do not consider my data usage as excessive, yet I have crossed over Comcast's data allowance in three of the last six months, sometimes by as much as 150 GB, and have come very close to hitting the cap in other months. With Comcast's overage charges, I may have to pay up to \$30 per month (or perhaps more) to utilize the same internet service I've used for the past few years, even though my data usage hasn't significantly changed over that period.

By setting such a low allowance, Comcast gives its own streaming and television services an unfair advantage. If I want to watch a video at home, I effectively have three options: watch live TV, a paid Comcast service; stream XFINITY through my cable box, also a paid Comcast service; or stream data over the internet through any non-Comcast service. The first two options offer unlimited streaming: once I've paid my standard monthly fee, I can watch as much as I want without overages. But when streaming over the internet, thanks to Comcast's data allowances, there's no limit to how much I may have to pay. This encourages me to view videos through Comcast's services, since they become less cost prohibitive the more I watch. It also encourages me to avoid 'cutting the cable' and dropping my cable television service, since watching the equivalent video is much more expensive when streamed from the internet. Comcast claims this allowance is in place to promote 'fairness' among consumers. I suspect the company is more interested propping up its own television services.

Comcast argues that only 8 percent of their user base utilizes the entire data allowance (<http://bigstory.ap.org/article/3eed82ff6ab848f294e621c7d21f9690/how-comcast-wants-meter-internet>). However, this percentage has quadrupled since just 2013 (<http://arstechnica.com/business/2015/11/dont-say-data-cap-highlights-from-a-comcast-customer-service-script/> ). This number is only likely to increase as data-consuming internet services become more widely adopted and consumers become more aware of available options. I am concerned that increasing numbers of Comcast customers will be forced to pay excessive overage fees or limit the use of bandwidth-intensive tasks, not because of congestion or other technical concerns, but because Comcast has deemed these customers as using more than their fair share.

To their credit, Comcast provided reasonable advance notice of the changes as well as basic tooling to track data usage.

Comcast is unfairly gouging me for my reasonable data usage and indirectly prioritizing their own services over other available streaming services, violating the spirit of an open internet. Ultimately, I fear such data allowances will harm innovation--cutting edge technologies like 4k streaming, cloud-based data backup and restoration, advanced gaming, and extensive video conferencing will become prohibitively expensive in a 'capped' society. I kindly request that the FCC investigate this matter.

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[Ticket: # 641703 - Comcast data caps](#)

**Date:** 11/6/2015 4:22:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's continued expansion of data usage caps on their customers is, in my opinion, an attack on net neutrality. By charging additional fees for a service which - until recently - was perfectly adequate under an unlimited bandwidth model, is nothing short of corporate greed at the expense of customers. On top of this, many customers have no other choice in terms of ISP due to Comcast's monopolies in several municipalities across the country.

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**Ticket: # 641959 - 300GB max on my internet service? No Thanks.**

**Date:** 11/6/2015 5:39:17 PM

**City/State/Zip:** Miami Gardens, Florida 33056

**Company Complaining About:** Comcast

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### **Description**

I had been using my internet at my house lately and randomly have a box come out telling me that I was close to using up my 300gb of internet service when we pay for unlimited internet. I think an explanation is in order, don't you think?

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**Ticket: # 642115 - Comcast Xfinity Lack of Transparency for Data Usage Testing Sites****Date:** 11/6/2015 6:42:57 PM**City/State/Zip:** Miami, Florida 33136**Company Complaining About:** Comcast

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**Description**

Hello,

I would like to file a complaint against Comcast Xfinity. I was recently told that my October 2015 data usage was over 300GB. After educating myself on how to check my own WiFi statistics and monitor MAC address identities as well as their data activity, I was able to confirm there was no unidentified device connected to my internet and there was no device using an abnormal amount of data. After explaining this to Comcast customer service, they told me they would check their usage meter for issues. I called them back in 7 days and they told me everything was correct on their end and the responsibility of finding an explanation lies with only me. I then called their security and assurance department to request a report of my daily and hourly usage for the month of October. They told me that they did not have this data and no one in Comcast will.

So my complaint is that, as a consumer, how am I supposed to monitor my Internet activity 24/7 by myself without any sort of detailed data report to assist in the manner. Also, how am I to believe Comcast when they have no evidence other than these vague monthly usage meters and I know for certain that my wifi is not harboring the type of activity it takes to reach 300GB in one month.

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[Ticket: # 642326 - Comcast Usage Cap](#)

**Date:** 11/6/2015 8:14:23 PM

**City/State/Zip:** Minnetonka, Minnesota 55345

**Company Complaining About:** Comcast

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## **Description**

Comcast is again expanding usage caps in markets around the country which will likely impact me in the near future. Comcast admits this has nothing to do with network capacity. This is a serious issue in regard to the open internet and future innovations which would use high levels of bandwidth.

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[Ticket: # 642624 - Data caps](#)

**Date:** 11/7/2015 1:03:09 AM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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### **Description**

The ISP COMCAST has forced me to pay 30 dollars extra a month to "unlimit" my internet they refuse to admit it's a cap they stated it was an enhancement. They kept me on hold for about 1 hour and finally since I was going to be charged overages I decided to pay 30 to unlimit rather than to face the possibility of paying more for overages.

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[Ticket: # 642683 - Help us FCC, you're our only hope!](#)

**Date:** 11/7/2015 3:19:52 AM

**City/State/Zip:** Crofton, Maryland 21114

**Company Complaining About:** Verizon

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### **Description**

Comcast might literally be Hitler. I guess \*capitalism\* and all, but seriously? I want FCC regulation of the internet.

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[Ticket: # 713733 - internet speed](#)

**Date:** 12/17/2015 12:17:11 PM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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### **Description**

my internet speed is 29.80 down load and 6.14 up load !

the average Philippine 43.82 down load and 28.22 up load!

why ? the internet is a gated community where people with money get faster speed !

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[Ticket: # 642764 - AT&T data cap](#)

**Date:** 11/7/2015 8:55:05 AM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** AT&T

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### **Description**

I do not think it is fair for AT&T to charge me extra for using my service that I am already paying for.

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[Ticket: # 642885 - Comcast data cap](#)

**Date:** 11/7/2015 10:59:17 AM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

The end of unlimited internet has now come. Comcast imposed a 300gb cap on my internet for "fairness". They are going to charge for every 50gb that I go over. Are they also going to credit me for every 50gb I don't use? No. Because apparently "fairness" only goes one way. Whichever way makes them more money.

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**Ticket: # 642917 - Continued Outages, Data Caps, Speed less than advertised**

**Date:** 11/7/2015 11:21:52 AM

**City/State/Zip:** Davenport, Iowa 52807

**Company Complaining About:** Mediacom

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### **Description**

Getting less than 50% of bandwidth I pay for. Cost of service was misrepresented. Data is capped. Regular outages. Rude and uncaring support. Unreasonable and unjust rates and terms. Only ISP in area. Please please help!!!

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**Ticket: # 643055 - ComCast Internet**

**Date:** 11/7/2015 12:29:13 PM

**City/State/Zip:** Lake City, Florida 32025

**Company Complaining About:** Comcast

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### **Description**

I have been a Comcast customer but not by choice as they have locked any competitors from coming into our town. You either use Comcast or satellite and our apartment cant have satellite and Comcast knows this, also they say I'm to be getting 75 gigahertz of service when we barely get 45 and service always drops after midnight. Comcast needs to be stopped as they control smaller city marketings in a mafia control. Services cost are to high in cash poor areas and now they want to cap internet usage and charge extra?? I say that is unfair to consumer's, especially to those who are barely surviving. They take control of areas like mine knowing you need to watch TV or use the internet with no other alternative from a competitor.

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[Ticket: # 643059 - Comcast/Xfinity](#)

**Date:** 11/7/2015 12:30:48 PM

**City/State/Zip:** Lauderhill, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

Everything about Comcast. Especially the ability for Comcast/Xfinity to start charging their subscribers (many, if not most) of whom live in an area where there are no alternative internet providers, additional fees for internet usage. What Comcast/Xfinity charges already is tantamount to "highway robbery".

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[Ticket: # 643414 - Comcast](#)

**Date:** 11/7/2015 3:48:28 PM

**City/State/Zip:** Flushing, New York 11358

**Company Complaining About:** Time Warner

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## **Description**

With the recent Comcast document leak, they are laughing in the face of net neutrality. They need to be fined and forced to obey the rules!

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**Ticket: # 643721 - Data Allowance****Date:** 11/7/2015 7:44:10 PM**City/State/Zip:** Tionesta, Pennsylvania 16353**Company Complaining About:** Armstrong

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**Description**

Recently my mother was contacted alerting her that our internet use was quickly approaching the data allowance cap. I asked her what the cap allocated us monthly; 200 GB. This is a remarkably low amount. As a law student I realize every limit is not without reason so I read our entire agreement with Armstrong along with their explanation(s) on data allowances. I've quoted below an absurd statement:

"The Internet Usage Allowance you receive is based on the level of Zoom service you subscribe to as well as the number of additional products you purchase."

Following that statement saying that if you purchased additional services they increase the allowances as a reward for the customer's loyalty. I believe Armstrong has a skewed perception of the word loyalty. I work extremely hard on the internet and have to do hundreds of hours of research a week and am forced to stream large amounts of data within the videos of cases and other videography related to my major. I am appalled with Armstrong and hope that you find definite culpability in Armstrong for their obvious wrongdoing.

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**Ticket: # 643744 - Comcast Data Caps**

**Date:** 11/7/2015 8:06:09 PM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

I understand that the FCC commissioner is a former Comcast lobbyist Comcast, but this is something the must be addressed. Comcast is intentionally providing a inferior product to there customers in order to manipulate them into paying unwanted fee's that the customer's have not agreed to or pay a premium for the original product that there customers want & need.

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**Ticket: # 643813 - Comcast 300 GB Cap**

**Date:** 11/7/2015 9:11:46 PM

**City/State/Zip:** Huntsville, Alabama 35805

**Company Complaining About:** Comcast

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## **Description**

I have been informed by my ISP, Comcast, that we have a cap of 300 GB per month. After we go over that, we will be charged \$10 per every 50 GB used. We were never informed of this before a slap with a threat. We were told we could purchase an extra line for \$30 a month or a business line with unlimited data for \$149.95 monthly. The supervisor said "Comcast has done a study and determined that the majority of our users use the web to check e-mail and Facebook." When I said "What about Netflix and gaming?" he responded with "Very few households with our services do that." This person needs to leave the dark hole he is living in. With Spotify, Netflix, YouTube, various MMO's and major streaming, this is an easy way for them to make a quick buck. Also, we can't get any other services here because Comcast has monopolized our area code. I'm sick of this.

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**Ticket: # 643900 - Comcast data cap**

**Date:** 11/7/2015 10:35:38 PM

**City/State/Zip:** Vineyard Haven, Massachusetts 02568

**Company Complaining About:** Comcast

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## **Description**

As a consumer, we are asked to pay for access to the internet a minimum of 2 times. Once on a very limited allotment on our cellular plan and another on our home internet plan. And now the latter is being restricted by a cap. This is an obvious ploy to strike back at streaming services such as Netflix. I can tell you that for sure, the 300gb cap is not enough. If you have Netflix, you are sure to pass the cap. If you play video games, a single install can go well over 50gb. And it will only get worse as data demands increase. In my area there isn't a competitor to Comcast. I cannot shop around. I find this monopoly to be taking advantage of the position they hold in many markets as the only company offering service. Please help.

---

**Ticket: # 644020 - Vanilla Ninja Music Group using racial slurs against Native Americans**

**Date:** 11/8/2015 3:04:41 AM

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

**Company Complaining About:** Cox

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### **Description**

The Song When the Indians Cry by Vanilla Ninja Lenna Kuurmaa sings "When the Injuns Cry" at 43 seconds into the video. There are not words in the English language to express how offended I am by that "injuns" word.

<https://youtu.be/K4asXZ3kfuw>

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**Ticket: # 644032 - YouTube advertisement devaluing education**

**Date:** 11/8/2015 4:07:55 AM

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

**Company Complaining About:** Cox

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### **Description**

Graduation First AZ - Joe Dunning - Drop Bounty Hunter advertisement on YouTube. Joe says "You can take a test. If you only take half the test, then you only take half the class." I saw it on <https://youtu.be/DMfYaKY35Ng>

The English language does not have words to express how offended I am that Google chose to put this advertisement on YouTube. I am even more offended that Google is making money with this advertisement by using this incredible woman Lenna Kuurmaa's work.

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**Ticket: # 644054 - Theft**

**Date:** 11/8/2015 8:53:11 AM

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

**Company Complaining About:** Cox

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## **Description**

Again here is another example of blantant disregard for the laws of the United States of America, by an United States Corporation. <https://youtu.be/OJsvxO8De5Q> Again allowing this Corporation to continue doing this, teaches us citizens that we are free to steal cars, televisions, break into homes, well steal anything we want to. I am tired of doing your job. We the People pay all kinds of taxes for reason. Get busy working for us.

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**Ticket: # 644066 - Theft**

**Date:** 11/8/2015 9:34:08 AM

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

**Company Complaining About:** Cox

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## **Description**

Again more of the State of California and the United States Federal Government allowing theft to exist. I reported this type of theft to the State of California Attorney General on YouTube but their conflict of interest won't in protecting jobs won't allow them to do the right thing and stop encouraging people around the globe to steal, <https://youtu.be/DGWbgikOI74>

I reported it to the Department of Justice too, but Congress won't fund it.

Our Representatives and Senators won't provide money to protect their people. We also need to stop this Open Internet/Net Neutrality thing. DARPA a part of the United States of America Military the Army I think I remember learning about at Indiana University - Purdue University Indianapolis , where I earned a Bachelor's Degree in Computer Technology it was "awarded at indianapolis in the State of Indiana December 18, 1995 . I have a Purdue University degree. At Purdue's Indianapolis School of Engineering adn Technology I learned that the Internet was created to allow the United States Military to communicate in case of a nuclear attack. We own it, we need to stop giving it away. And is there still enough bandwidth left for our Military to keep us protected in some other form of war. Everything that is theft on YouTube endagers children and everyone else. Including Barack and Michelle Obama's children.

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[Ticket: # 644197 - Comcast data cap](#)

**Date:** 11/8/2015 12:32:41 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast that said they are capping my data usage. They will automatically charge me more if I go over after a grace period. Here is what they sent me:

While we believe that 300 GB is more than enough to meet your Internet usage needs, if for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

I believe this will cause access restrictions due to over charging. I don't check my data usage. ISPs shouldn't restrict access to the Internet for any reason. Especially because someone who can afford the base package but can't afford the overages for using the Internet. Shouldn't the open internet laws prevent this??

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**Ticket: # 644201 - Comcast Data Cap**

**Date:** 11/8/2015 12:35:18 PM

**City/State/Zip:** North Miami, Florida 33181

**Company Complaining About:** Comcast

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## **Description**

I'm limited as far as the internet provides in my area so I opted to go with Comcast as the least of 2 evils. Now they have arbitrarily targeted users with internet only to impose additional fees for using over 300GB/mo. Since doing research in this area to find if this impacts the network and finding no results I believe this is price gouging by Comcast. The internet speeds available are already far below the standard in many 3rd world countries and basic fees much higher. My biggest complaint is for the FCC to allow more competition with additional internet providers .

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**Ticket: # 644204 - SPAM**

**Date:** 11/8/2015 12:39:04 PM

**City/State/Zip:** Jefferson, Georgia 30549

**Company Complaining About:** Windstream Communications

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### **Description**

This business is constantly bombarding me with ads. Their main address is info@1und1.de . I am attaching a list of their addresses.

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[Ticket: # 644230 - Comcast service](#)

**Date:** 11/8/2015 1:27:28 PM

**City/State/Zip:** Blairsville, Pennsylvania 15717

**Company Complaining About:** Comcast

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### **Description**

Unfair "capping" of internet data usage. How can an internet provider cap usage by a customer? I thought there were laws to prevent this?!?

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**Ticket: # 644277 - Theft**

**Date:** 11/8/2015 2:33:06 PM

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

**Company Complaining About:** Cox

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### **Description**

Here is another major theft <https://youtu.be/R715ULwP7f8> . Not only does our Government and California's Governement allow theft from Rosanne Cash and the rest of Johnny Cash's family. It encourages everyone to steal around the globe. It also has destroyed thousands of jobs in the music industry.

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**Ticket: # 644805 - Comcast Data Caps**

**Date:** 11/9/2015 2:30:28 AM

**City/State/Zip:** Clarkston, Michigan 48346

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be able to charge extra for going over "data". A lot of markets have ONLY Comcast as their cable option. This is not about fairness as they claim or else "the people who use less paying less" would be able to pay less than a base number. But they're just charging people who go over some random number for no reason, not really providing the people who use less to pay less. It's all a load of garbage and shouldn't be allowed. Cable companies already overcharge for crappy internet speeds and bundle packages and channels instead of allowing you to choose and run a monopoly in certain markets so that you have no choice with who your provider is. This just adds to it.

Not to mention why offer people high speeds (like I have) and make them pay more for those speeds (which is fair) but then punish them for using the benefits of paying for a higher internet stream (gaming, streaming, down/uploading).

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**Ticket: # 644830 - More Stolen Artwork on YouTube**

**Date:** 11/9/2015 5:15:09 AM

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

**Company Complaining About:** Cox

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### **Description**

Did anyone see the movie Monuments Men? The United States of America sent those men to Europe for a reason. Here in this video: [https://youtu.be/cE\\_nc1Tt5s8](https://youtu.be/cE_nc1Tt5s8) A person has stolen a copyrighted work, that is owned by the Singers in the group Vanilla Ninja and Sony Corporation. Not only is the artistic endeavour stolen the money these people get are being stolen over and over all across the world. Last night I saw a commercial for Subway sandwiches. In the commercial we see text "The Steal" and a guy steals as footlong from another guy. Then the second guy has a second sandwich. This is gross too. YouTube is promoting the moral decay of the world and affecting the marketing of other companies in the United States of America.

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**Ticket: # 644831 - Obscenity**

**Date:** 11/9/2015 5:19:07 AM

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

**Company Complaining About:** Cox

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## **Description**

This video is obscene on YouTube: [https://youtu.be/su-\\_N8CKn04](https://youtu.be/su-_N8CKn04) .

I find Google Chrome very easy to use and these message involve work. Do I need to switch to Internet Explorer? I find Mozilla Firefox cumbersome.

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**Ticket: # 644834 - Pornography on YouTube**

**Date:** 11/9/2015 5:31:40 AM

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

**Company Complaining About:** Cox

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### **Description**

In this video: <https://youtu.be/RNtqkMJYwGE> we get to watch free pornography. The woman performing the sex act with the guy in the video may have been on the most recent 90210 TV series. She looks close enough that if she is not the the same person, she looks like her sister. You'll see it. At time point 3:25 this dark haired woman has her face in the mans crotch and is unbuttoning the guys pants.

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**Ticket: # 644835 - Hardcore Porn Obscenity on YouTube**

**Date:** 11/9/2015 5:37:36 AM

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

**Company Complaining About:** Cox

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### **Description**

In this video we see Hardcore Pornography on YouTube: <https://youtu.be/L5vB3Amkb2Q> . I don't do this anymore, but I can remember going to Adult Video Stores and renting VHS tapes of P.J. Sparxx . Even though the U.S. Supreme Court ruled that Pornography can exist as free speech, when I rented P.J.'s videos and other women's videos I had to show my State issued Identification to prove that I was over 18 years old.

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[Ticket: # 644847 - STOP Internet Usage caps](#)

**Date:** 11/9/2015 8:22:23 AM

**City/State/Zip:** Fishers, Indiana 46038

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to put in place usage caps in trial markets where they charge for using additional bandwidth. Worse, it looks like they don't count bandwidth from their own services in these caps. This seems like a violation of net neutrality. Keep the internet open. We have to keep bandwidth flowing without gouging people.

---

**Ticket: # 644922 - Harassment Via Fake Profiles**

**Date:** 11/9/2015 10:33:14 AM

**City/State/Zip:** Mission, Texas 78572

**Company Complaining About:** Time Warner

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**Description**

I have been trying to ignore this issue but has been ongoing since October 24, 2015. I have an idea of who it may be, but don't have substantial proof. This person has been creating fake profiles on Facebook and Instagram to gain information, then using the Facebook account to send me obscene and harassing messages. I just want it to stop. There have been spoofed phone calls as well.

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**Ticket: # 644979 - Comcast "Trial" Data Cap**

**Date:** 11/9/2015 10:53:18 AM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Comcast recently informed me that my data will be capped at 300gb. If I go over that amount, i would be charged an additional fee and that fee would remain on my account even if I did not go over the capped data limit. Or, according to Comcast, I could pay an additional \$35 to have unlimited data. The deceptive email pointed out that the average user only uses 15GB. After testing done over the weekend, I use a conservative 25GB per day. It appears that because Comcast is losing Cable customers, they want to make up the difference in charging internet fees that have nothing to do with bandwidth or usage or anything remotely called fair.

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[Ticket: # 645246 - data caps](#)

**Date:** 11/9/2015 12:30:58 PM

**City/State/Zip:** Los Angeles, California 90038

**Company Complaining About:** Time Warner

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## **Description**

First, thank you Tom Wheeler for standing up for net neutrality. Really, thank you.

Now, Comcast is trying to add cap data for people's home internet, for nothing except greed. You must stop them. They are simply trying to squeeze more money out of people, and it must stop.

If Comcast is allowed to do this, other companies will follow, incredibly restricting access to the open internet. Please stop them.

---

**Ticket: # 645395 - Comcast Data Caps - Lowered from 300 GB to 250 GB**

**Date:** 11/9/2015 1:05:36 PM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Comcast

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## **Description**

This was done without warning, and I haven't even seen any freak outs online about it yet.

Comcast has repeatedly said this has nothing to do with technological restraints, so they are really only doing this to drive Television plans. I get repeated calls from them to "upgrade" for this very reason. It is disgusting.

It isn't creative pricing, it is exploitation. I have blown through half of this allotment within the past 10 days.

While it isn't enforced in my area yet, I was just on the phone with a Comcast Employee who lives in the Southern United States and she had no idea that it was only her area that it was enforced--and even she sounded a little upset, being a Comcast employee.

This is a Net Neutrality issue, plain and simple.

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[Ticket: # 646163 - Internet data plan](#)

**Date:** 11/9/2015 4:45:23 PM

**City/State/Zip:** Charleston, West Virginia 25314

**Company Complaining About:** Sudden Link

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## **Description**

I continue to be price gauged by the only ISP I can pay to have internet, a require utility in the 21st century, simply because of the monopoly they have in my area. It's obvious these plans exist to take money from people who are NOT using their outdated cable subscriptions. They are taking advantage of people who use the internet to stream or download video entertainment. They need to be stopped. Allowing this to go on is idiotic and against the law.

Also, their response to a previous complaint filed to the FCC was an invitation to pay more money to obtain more data.

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[Ticket: # 647777 - Internet Data Cap](#)

**Date:** 11/10/2015 12:21:45 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** Comcast

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### **Description**

300GB monthly limit on data is asinine in this day and age. Documents previously leaked have shown it isn't about fair bandwidth usage, it's just a money-grab that hurts the public. Other companies have shown it is possible to not require any data limit.

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**Ticket: # 646399 - Comcast**

**Date:** 11/9/2015 5:47:25 PM

**City/State/Zip:** Miami, Florida 33189

**Company Complaining About:** Comcast

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## **Description**

Comcast cant roll out regulated internet use and claim it as "fairness". Giving clients only 500gb and then adding overage charges is ridiculous. This isnt my cellphone mobile data, this is the internet where anyone shouldnt be limited use by their ISP. which is exactly what they are doing. If this continues on it wouldnt surprise anyone if they dropped the cap to 100gb and keep raising prices. This needs to get reversed immediately

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[Ticket: # 647052 - Comcast Data restriction](#)

**Date:** 11/9/2015 9:49:03 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting a limit to the amount of data u can use and is trying to charge more money for an unfair amount of data

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[Ticket: # 646788 - TWC not providing service im paying for](#)

**Date:** 11/9/2015 7:58:25 PM

**City/State/Zip:** Los Angeles, California 90011

**Company Complaining About:** Time Warner

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### **Description**

Im paying for 15mbps, rarely get 10mbps usually only receive 6mbps. Have called TWC to check my lines, theyve sent a tech that said everything was fine, ive replaced my modem and problem still proceeds. It also randomly drops my connection making my videos buffer, downloading files get cancelled, playing online is horrible.

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[Ticket: # 647110 - Data caps imposed by comcast](#)

**Date:** 11/9/2015 10:24:57 PM

**City/State/Zip:** Harriman, Tennessee 37748

**Company Complaining About:** Comcast

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## **Description**

I live in a small town and only have one option for internet service. Comcast over the years have continually raised the prices and now are lim lint our data. No other internet providers do this but I do not have the option of choosing, since comcast has a monopoly. Comcast doesn't have to provide good service and competitive prices due to this monopoly.

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**Ticket: # 647302 - Theft on YouTube yet again**

**Date:** 11/10/2015 1:46:45 AM

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

**Company Complaining About:** Cox

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### **Description**

This is theft from Iron Maiden one of my most favorite bands. This song is special.

<https://youtu.be/J7lJPsYp1To>

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**Ticket: # 647314 - Theft from my wife on YouTube**

**Date:** 11/10/2015 2:11:20 AM

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

**Company Complaining About:** Cox

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## **Description**

YouTube - Google is stealing from my wife (b) (6) here: <https://youtu.be/KGjLRI4U40s> . This is getting so disgusting that I'm thinking of leaving the United States of America and that could break my heart. She wants me to move where she is and I want to make her happy, but she is willing to move to us with our children, but there is way too much evil over here. CEOs and other company leaders need to go to prison for this. The USA can sue the company too, Google has endangered the public trust, it needs to disappear.

---

[Ticket: # 647324 - Amazon.com forcing me to use Google Chrome or upgrade to Windows 10](#)

**Date:** 11/10/2015 2:30:28 AM

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

**Company Complaining About:** Cox

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## **Description**

I've decided I'm moving to Estonia. I can't afford to take my pet cat Max, because of customs restrictions. I need President Obama's help, to get Max in. I'm requesting this now. Thank You Mr. President.

I tried accessing songs I purchased on Amazon.com. I formatted my hard drive and went back from Windows 10 to Windows 7. I don't want to back to Windows 10 it does disgusting unsafe things, stay away from it. Now I can't install Flash into Internet Explorer or Mozilla Firefox, so to get to my songs I'd have to use Google Chrome, which tracks us. Google sells songs too and would collect marketing information and other information. I don't want to them to track me.

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**Ticket: # 647407 - Comcast's limits internet access**

**Date:** 11/10/2015 9:17:24 AM

**City/State/Zip:** Miami, Florida 33155

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has begun imposing a 300GB limit on Internet access available to customers, and imposing overage charges when this limit is exceeded. I believe that this is an anti-competitive business strategy in that it primarily targets customers relying on video streaming services such as iTunes, Amazon Prime Video, HBO Now and Netflix. It should also be noted that Comcast does not count bandwidth that is used towards the streaming of video on their own Xfinity streaming app. They (Comcast) are using this artificially imposed limit to gain a business advantage over those other streaming service providers, and at the same time they discourage consumers from 'cord cutting' traditional cable services in favor of more affordable online streaming options.

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**Ticket: # 647472 - Comcast data caps**

**Date:** 11/10/2015 10:08:01 AM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** Comcast

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## **Description**

There is absolutely no technical reason for Comcast to impose limitations on data usage on their network. I signed up for 50mbps service, with no cap. Their alteration of this agreement simply to impose an additional \$35 fee on me for "Unlimited" bandwidth is egregious. I have recently begun cutting the cord and this cap unfairly imposes an additional fee I will incur simply by using services I am already paying for. It appears to be a fee that they are imposing to try to force me to continue to use their TV service rather than exploring additional options.

---

**Ticket: # 647507 - Fraud being committed by NJ Advance Media**

**Date:** 11/10/2015 10:28:33 AM

**City/State/Zip:** Sicklerville, New Jersey 08081

**Company Complaining About:** Nj Advance Media

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## **Description**

Please investigate NJ advanced media for fraud. (b) (6) and senator Sweeney have invested tons of compromised cash into this media site to manipulate stories and intentionally misrepresent people by defaming, lying and

Deceiving the public with manufactured lies, in addition, they are using black hat and other search optimization practices that violate Googles guidelines to rank these negative stories and page park them at the top of Google. It is horrific and deceptive business practices that violate the FTC and FCCS guidelines

Nk advance media is interfering with page ranking biased stories that are paid to report recklessly by (b) (6). This operation needs to be shut down ASAP

---

**Ticket: # 647522 - Unfair broadband usage caps.**

**Date:** 11/10/2015 10:34:35 AM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable (butler, Pa)

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## **Description**

We live in an area with only one high speed broadband provider, Armstrong Cable, and they have imposed extremely tight data usage caps upon us, which make it expensive and difficult to work from home, view/stream online news and entertainment.

These caps, even at the mid level \$39 package are too tight to allow semi-regular work from home via VPN connections, backing up of personal files to the cloud, Amazon, Hulu, or Netflix high definition television, or the download of entertainment and games for modern gaming systems such as Microsoft's Xbox One, where a typical game could be 50-70gb each (and with a monthly cap of 200-250gb).

Little notice was ever provided when these were implemented, and the cable company does not provide accurate measurement of usage. They provide a website that gives you your total per day, but the accuracy is highly suspect.

Overage penalties are also unreasonable, at a rate of \$10 per 50gb.

Bandwidth caps serve ONLY to punish those who wish to view content outside of the provider's cable medium. We as consumers know that there are costs the providers have in order to increase speed and throughput, but there is no cost to them for total usage by the consumer.

---

[Ticket: # 647822 - Spoofing or malware](#)

**Date:** 11/10/2015 12:33:45 PM

**City/State/Zip:** Grants Pass, Oregon 97527

**Company Complaining About:** Frontier Communications

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## **Description**

My laptop has been accessed. They ask me to call (b) (6)

Can you at this?

---

**Ticket: # 648079 - 1800 Pet Meds Will Not Stop Emailing Me**

**Date:** 11/10/2015 1:35:52 PM

**City/State/Zip:** Chapel Hill, North Carolina 27517

**Company Complaining About:** Verizon Wireless

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## **Description**

My complaint is about 1800PetMeds.com.

I have tried to unsubscribe via the automated system, and have informed their customer service department by email. They informed me they would remove my email address "amis.buddy+1800@gmail.com". I am continuing to receive commercial solicitations at this email address and would like for this to stop immediately.

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**Ticket: # 649117 - Microsoft Corporation**

**Date:** 11/10/2015 6:37:08 PM

**City/State/Zip:** Memphis, Tennessee 38118-4333

**Company Complaining About:** Microsoft Corporation

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## **Description**

Microsoft Corporation commit fraud when I called about not being able to download Microsoft Office that I purchased. Microsoft staff commit frauds when they take control of our computer. They download three program that looks suspicious. They run these programs to make it seem like the computer has a lots of virus and other problems. After they finish running the program. They type in notepad all the things wrong with my computer and what need to be repaired. Then they tell me that they can fix the problems for over \$200. I need to pay this amount before they can repair my computer. I know my computer didn't have over 100 things wrong because HP just had me to do a system recovery as if it was when it first came from the factory. I shut down those suspicious programs and hang up the phone in their faces without saying anything. The calls goes over sea for Microsoft Technician and this is not the first time of them trying to commit fraud. I solved my own problem by logging in and downloading Microsoft Office Software.

---

**Ticket: # 649255 - Fraudulent business practices by Comcast**

**Date:** 11/10/2015 7:47:03 PM

**City/State/Zip:** Spokane, Washington 99217

**Company Complaining About:** Comcast

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**Description**

I wish to report problems with Comcast. This brief description of the issues has a more detailed explanation in the PDF attachment entitled Explanation.PDF. A second attachment, Comcast Chat Call.PDF also contains pertinent information. I am directing copies of this complaint to the FCC, and the Washington Utilities and Transportation Commission.

1. Comcast has tried, repeatedly, to get me to "upgrade" by modem over a period of months. They have used every occasion that we have communicated, on any issue, to try to convince me that I need to buy a new modem, from them, which will fix whatever problem I am having at the moment.
2. Comcast has also used every communication to try to convince me that I need to upgrade my service with them, and have claimed that this too will cure whatever problem I may be having at that moment.
3. Comcast has breached their agreement to provide me with 20 megabytes of storage space on their server, which they originally provided, but recently simply took away.

Thank you for your time and effort. I appreciate anything you may be able to do to help myself, and others who find themselves in this position.

(b) (6)

Spokane, WA

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[Ticket: # 649340 - emails from winning.com](#)

**Date:** 11/10/2015 8:42:53 PM

**City/State/Zip:** Staunton, Virginia 24401

**Company Complaining About:** Boost Mobile

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### **Description**

I have requested several times to winloot.com to unsubscribe me from their mailing list. I keep getting emails from them several times a day

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**Ticket: # 649679 - Cost**

**Date:** 11/11/2015 6:54:19 AM

**City/State/Zip:** Baltimore, Maryland 21230

**Company Complaining About:** Comcast

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**Description**

I think Comcast is ripping me off...telling me I have 25Mps internet speed but I am running like 3

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**Ticket: # 649382 - Philippine scam using the Christine Smith name**

**Date:** 11/10/2015 9:02:15 PM

**City/State/Zip:** Tacoma, Washington 98497

**Company Complaining About:** Aol

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## **Description**

I thought i was receiving an email from my niece and she described how she and her friend, she & a lady friend are both retired & live together, were robed in the Philipines by 3 men with guns only a few blocks from their hotel. The robbers took all their money & credit cards but left them with their passports. My niece needed \$2000 so she could pay the hotel bill and have enough money for transportation to the airport the next day & some eating money. It needed to be done quickly if they were to make their flight. The email address & name looked ok, (b) (6), but i did not know her email address by memory. I went to my Western Union & found out the payment can be picked up at any Western Union & all you need to know is what Country to use; i did this and sent the money and control number to her email address. The next day i receive another email from her & she has taken very ill & needs an immediate operation but the hospital needs a minimum of \$4,000 before they will operate. This is when i did not like the smell of this & i called my niece in Tulsa, OK & found out that someone had hacked her email account & she had lost all her email records. Someone in the Philipines or at least picking up the money in that country was a crook. I have a record of sending \$2,000 & someone with (b) (6) identification papers must have picked up the money. It seems like someone has to be on record with aol as Christina Smith setting up the account. Is there any chance that i could recover my \$2,000? I have the emails that were sent to me if that would help.

(b) (6)

(b) (6)

(b) (6)

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**Ticket: # 649434 - I keep receiving emails from my email address (Spam)**

**Date:** 11/10/2015 9:33:37 PM

**City/State/Zip:** Marshall, Michigan 49068

**Company Complaining About:** I Receive Through Outlook/hotmail

---

## **Description**

Received: from legert.fleapri.com ([109.109.228.243]) by COL004-MC3F30.hotmail.com with Microsoft SMTPSVC(7.5.7601.23143);

Tue, 10 Nov 2015 16:44:15 -0800

Received: from localhost (127.0.0.1) by legert.fleapri.com id h8a7ls16lt0i for

<caw0397@hotmail.com>; Tue, 10 Nov 2015 17:43:31 -0500 (envelope-from <>)

Subject:caw0397: =?UTF-8?B?JDEgbWlsbGlvbiBpbiBMaWZlEluc3VyYW5jZSBDb3ZlcmFnZQ==?=

From:=?UTF-8?B?ZUNvdmVyYWdlExpZmU=?=<caw0397@hotmail.com>

Reply-to: <ghkty@legert.fleapri.com>

To: caw0397@hotmail.com

Content-Type: text/html; charset=us-ascii;

Content-Disposition: inline

Date: Tue, 10 Nov 2015 17:43:31 -0500

Return-Path: <>

Message-ID: <COL004-MC3F30aNgePt0021a276@COL004-MC3F30.hotmail.com>

X-OriginalArrivalTime: 11 Nov 2015 00:44:15.0160 (UTC) FILETIME=[17084380:01D11C1A]

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[Ticket: # 650440 - comcast internet limited data cap](#)

**Date:** 11/11/2015 3:12:33 PM

**City/State/Zip:** Weston, Florida 33327

**Company Complaining About:** Comcast

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## **Description**

i start a 2 year contract plan with not limit internet download, and they put a limit of 300 gb a month that is measure without control.

is impossible control data download to avoid additional fees

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[Ticket: # 650629 - facebook winings](#)

**Date:** 11/11/2015 4:19:24 PM

**City/State/Zip:** Roanoke, Illinois 61561

**Company Complaining About:** Mediacom

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### **Description**

was suppose to have one a good size amount but before it was to be sent a test amount was placed on my credit card. Money was deposited and cc sent it back to who deposited it and now am told they did it to an umknown person. Now they want the money back with me to send it.I have refused and they state it is my fault and I should make it right.

---

[Ticket: # 650967 - Data limits/ Unable to access other company in area](#)

**Date:** 11/11/2015 6:40:46 PM

**City/State/Zip:** Rising Sun, Maryland 21911

**Company Complaining About:** Armstrong

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## **Description**

Armstrong cable has started a data limit for all internet consumers. The limit is 250gb per month. Watching movies and playing video games online is now impossible since each movie uses 7+ GB. We are unable to use another provider as Armstrong is the only cable provider offered to us in the area. This monopoly forces us to pay more for regular home internet use.

---

[Ticket: # 651550 - HELP ME](#)

**Date:** 11/12/2015 7:50:59 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 19022

**Company Complaining About:** Help

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### **Description**

I need help preet bharara and my former employer deloitte are trying to kill me with food and the internet. i cant go to the police help me please

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**Ticket: # 651604 - Receiving unwanted text**

**Date:** 11/12/2015 10:10:22 AM

**City/State/Zip:** Lake Tapps, Washington 98391

**Company Complaining About:** AT&T

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## **Description**

Hi,

I am receiving unwanted text messages from an automated app texttr.us

I recieve them ever couple hours & have for over 24 hours now.

Please make them somtop, I feel harassed by them.

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**Ticket: # 657173 - NATIVE AMERICAN SLUR.**

**Date:** 11/15/2015 5:21:04 PM

**City/State/Zip:** Pasadena, California 91106

**Company Complaining About:** Comcast

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### **Description**

I want the FCC to declare and ban the use of the racial slur " REDSKIN " from the American peoples airwaves.

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**Ticket: # 653141 - Facebook Infringing Copyright**

**Date:** 11/12/2015 6:41:59 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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### **Description**

Facebook is stealing videos from Youtube creators and making money off of them. This HAS to be illegal and must be stopped. Please watch this video for more details:

<https://www.youtube.com/watch?v=t7tA3NNKF0Q>

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**Ticket: # 654031 - Alabama Debit Card for Child Support**

**Date:** 11/13/2015 11:02:23 AM

**City/State/Zip:** Theodore, Alabama 36582-2409

**Company Complaining About:** AT&T

---

## **Description**

When you try to sign-in to get information of your transactions you can not sign in and there is not any information as to why. Also, when you call there is not a listing for you to speak to an individual. I am not complaining about ATT services. The issue is with Alabama Debit Card and they charge you for calling and you can not speak to anyone.

---

**Ticket: # 653388 - Low-Income Broadband Access**

**Date:** 11/12/2015 8:34:45 PM

**City/State/Zip:** Tickfaw, Louisiana 70466-1700

**Company Complaining About:** This Is About Low-cost Affordable Broadband

---

## **Description**

I recently read the Nexus Communications data on their market research consisting of New Orleans and Baton Rouge, LA. First of all Nexus is NOT a cable, television, satellite or telephone service provider in the area of Southeast Louisiana, so imagine my surprise to see that company listed as company conducting the low-income study.

According to Nexus Data provided to the FCC:

"Plan Data Allowance Non-discounted Rates (Control Group)4

Discounted Rates (Test Group I-- \$15.00 Pilot Subsidy)

Discounted Rates (Test Group II-- \$20.00 Pilot Subsidy)

Basic 200 MB \$24.99 \$10.00 \$5.00

Intermediate 500 MB \$29.99 \$15.00 \$10.00

Medium 1 GB \$39.99 \$25.00 \$20.00

Large 2 GB \$49.99 \$35.00 \$30.00"

Most, if not all of low-income broadband service would be provided by either the cable companies of Cox Communications, Charter Communications & other smaller cable companies in the area. The information provided by Nexus is at least fraudulent, if not criminal.

Currently Charter Communications basic stand-alone rate for 60mbps is \$59.99 for existing customers. They do not current customers the opportunity to renegotiate their cable packaging price after the customer has comes off of a promotional package even if the services were not superior or best. My opinion is that Charter Communications services are good but if the Commission would begin to regulate the Cable Industry, service would improve and so would the costs of cable, broadband and internet telephone service provided by company. For the Commission to allow cable companies to go unchecked and unregulated leads to higher prices, poorer service and potential violation of the Anti-Trust Laws. By going unregulated, the Commission is allowing the Cable Companies to have monopolies with no competition and; therefore, function as the mafia and organized crime syndicates.

Now back to low-income access to broadband service. Low income consisting of the elderly, former military personnel including disabled service members and those individuals living on permanent SSDI benefits should have their broadband limited in speed or service limited with caps placed on the providing companies. Individuals receiving temporary SSI (Supplemental Income) would not qualify for low-income access to broadband. Only the Permanently disabled and elderly would qualify. In order to qualify, the customer seeking low-income access for broadband would be required to submit a copy of their annual benefit letter provided by the SSA at the beginning of each calendar year. Military service personnel would have to submit whatever document provided to them by the Veterans Administration. This would eliminate fraud from the start of the program.

Costs: The above pricing information provided above by Nexus is way off base. Since 60mpbs broadband is the current maximum speed provided by Charter Communications is \$59.99/mo plus

taxes and Franchise Fees. Broadband should be provided at an extremely low cost rate since the Company has been given the right to pass on the Franchise Fee back to the consumer which adds approximately \$5/mo back on the bill paid to Charter Communications. The Franchise Fee raises the annual cable bill \$600/year back into the coffers of the Cable Company instead of allowing the mandated Franchise Fee NOT to be passed back on to the consumer. If the any cable company wants to do business in any market then the cost of mandated fees by the Commission are just that "the cost of doing business." Allowing the Franchise Fees to passed back to consumer violates one of the Commission's own requirements regarding any broadcast entity and this "is act in the best interest of the community it serves." By prohibiting the Cable Company from charging that fee back to the consumer, the Commission is effectively given every household in the country roughly a \$5/mo or \$600/year increase of livable money in their wallet that will in turn be spent at the local mall, grocery store, convenience store, etc., which would be literally throwing hundreds of thousands of dollars back into our economy leading to increased tax revenue and economic growth.

Does the Commission think that the Franchise Fee passed back to through the consumer is in the best interest of the Multi-Billion dollar cable, satellite or telephone or would that minimum of \$5/mo be best spent giving something back to the communities and low-income individuals around the country?

Low-Cost Affordable Broadband should be just that "Low-Cost Affordable". Using Charter Communications as an example. If the Commission mandated that low-cost affordable broadband be provided at \$19.99/mo. for uninterrupted, without slowed capacity(speed), and without a usage cap (open-internet) that would be in the best interest of those individuals that are required to live below the poverty because the Social Security Administration and Congress refuse to allow us to get above the poverty line. Of course, I think every Cable Company would be paying lobbyist and members of Congress hundreds of thousands of dollars to defeat this idea. They would pay those amounts to keep progress from happening that they consider against their interest. It isn't against their because at the ending of fiscal year, those same Cable Companies would be getting tax deductions for those individuals that are legally using the Low- Cost Affordable Broadband.

Next, we need to tackle the the unregulated circus of outrageous cable prices. They can not get away with violating the Anti-Trust Laws we have in this country.

---

**Ticket: # 653787 - intermittent connection**

**Date:** 11/13/2015 1:52:23 AM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** Comcast

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## **Description**

I have tried to get Comcast to fix my connection problem many many times. I have had 6 techs come to my house. I have had three request a bucket truck as the cables on the roof need to be replaced. Every single one has failed. I spoke to the executive office today, they scheduled someone who digs for cables for tomorrow. I NEED A BUCKET TRUCK TECH. I think this is their way around the open internet. Last spoke to "Roxanne Marichu" would not transfer me the the level of manager that failed to help me last time.

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[Ticket: # 654083 - Net neutrality Title II Comment](#)

**Date:** 11/13/2015 11:19:32 AM

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 655772 - Throttling YouTube](#)

**Date:** 11/13/2015 10:46:25 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** AT&T

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### **Description**

Actually, I have "high speed" DSL, using a wireless router. I notice that I get much slower internet signal speeds when using youtube.com than other sites. I get a lot of lagging video, with stoppage for buffering, etc. I do not experience this problem with Hulu, Netflix, or any other site of which I'm aware.

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**Ticket: # 655920 - Jos a bank unwanted email**

**Date:** 11/14/2015 9:31:32 AM

**City/State/Zip:** Long Beach, California 90802

**Company Complaining About:** Directv

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## **Description**

Jos a bank sends daily to weekly emails that are excessive. My complaint is that their unsubscribe link in the emails leads to a blank screen. They will not let me unsubscribe from their emails and this is unethical.

---

**Ticket: # 656461 - Theft of Song Supporting goals of the United States of America**

**Date:** 11/14/2015 5:23:40 PM

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

**Company Complaining About:** Cox

---

## **Description**

Vanilla Ninja's song Traces of Sadness was written to try to get people, more than likely teenagers and young adults, but it could be anyone. To stop abusing alcohol, illegal drugs, prescription drugs, and tobacco. Satirically music is used in the song to suggest that a person doing these behaviors is supporting systems, such as slavery or Nazism. The idea is that someone will hear the music and hear the lyrics and decide to stop doing these things. These issues can be detrimental to society. None of us should judge how a citizens of another sovereign nation chooses to address these issues. The women who made this song support the same values we have here in the United States. I know that Google is allowing this song to exist on YouTube. <https://youtu.be/5hi7WRQbwP4> . It was uploaded on July 5 2012 by Nath Thie . The user admits "I don't own anything. Just enjoy the music." This behavior is rampant over YouTube. Google at the very least should be able to write program code that looks for this phrase or similar phrases and remove these videos. They want to attract people to YouTube so they can sell advertising. Television is struggling to compete too. Television can't use illegal copyrights to sell advertisements. Google needs to stop doing it.

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**Ticket: # 656843 - FXY Television Station**

**Date:** 11/15/2015 7:18:45 AM

**City/State/Zip:** Washington, District Of Columbia 20019

**Company Complaining About:** Verizon

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**Description**

Applicable : Universal Pictures    Paramount    Productions

(b) (6)

■ 1000 U.S. Dollars    Contact Complaint !!!!!!!!!!!

Real Time    6:15 am    Sunday November, 15, a bright morning:    In the year of or Lord 2015 a.d.

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**Ticket: # 656967 - Witness Intimidation**

**Date:** 11/15/2015 12:48:19 PM

**City/State/Zip:** Baltimore, Maryland 21220

**Company Complaining About:** Verizon Wireless

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### **Description**

My phone & internet service has been monitor & blocked by Baltimore County Police & Verizon to cover-up, road rage attempted murder, color of law, bankruptcy fraud, slander, medical malpractice. I had to change phone company. Now me & my family are victims of remote electronic assaults on our home in Middle River, Md. They will try to discredit me & justify these acts, of terror.

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[Ticket: # 658142 - Preserving Open Internet](#)

**Date:** 11/16/2015 1:43:35 PM

**City/State/Zip:** Limestone, Tennessee 37681

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to limit monthly internet usage to just 300GB and charge high fees for overages. By doing so, this goes against the spirit of open internet. Also, when I signed up for service I specifically asked if there was a usage limit and I was told there was none. I am still in the first year of my contract with them. My contract should stand and they should not be allowed to change it without my consent. Also, being in a rural area, ISP options are extremely limited. This seems to be a slap in the face especially when Comcast and other ISPs were given grants and other funding to expand services through the BTOP and other programs.

---

[Ticket: # 658623 - YouTube video Re: display clip.](#)

**Date:** 11/16/2015 4:02:46 PM

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

**Company Complaining About:** Frontier Communications

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## **Description**

I use Youtube to teach my 2nd grade daughter about animals; their habitat, mating, etc. Its been very educational, however something new and dusturbing has occured and I feel disgusted by it and concerned for my daughter.

This morning I noticed several videos which stated in the text header, "animals mating with humans, funny, LOL..." There are several other titles eluding to the mating, as well as sexual acts between animals and humans, particularly women.

The most disturbing to me as a father is the introductory video clip(s) (not playing video, just the display to attract viewers..what you see when you get onto the page), which shows young women laying on their bed or the floor being mounted by dogs, orva woman giving fellatio to a horse, point of contact barely blurred, but nonetheless obvious.

When did bestiality becone so mainstream that the click below it will show Charie Brown's Christmas or Woody woodpecker?!

---

[Ticket: # 659724 - Video interruption](#)

**Date:** 11/17/2015 12:12:46 AM

**City/State/Zip:** Atlanta, Georgia 30314

**Company Complaining About:** Comcast

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## **Description**

A video of my image was put on the screen in my home at 790 liberty Commons my car was stolen on a blank white transfer screen about before 03/2014

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**Ticket: # 659914 - BlueRidge Communications Bandwidth Caps**

**Date:** 11/17/2015 10:15:43 AM

**City/State/Zip:** Ephrata, Pennsylvania 17522

**Company Complaining About:** Blue Ridge Communication

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## **Description**

Blue Ridge has begun charging overage fees that has limited my ability to fully utilize my internet connection. I use my connection for work, Video Streaming, gaming, and downloading large files to test software and games. Due to their change in bandwidth caps I now have to decide between major overage fees or not using the internet to its full advantage. They claim this policy is due to cost of bandwidth but this has been proven that bandwidth costs are negligible. They are doing this so that it forces me to limit my use and purchase local TV service instead of using Netflix/Hulu/Amazon video making this anti competitive. Only a few miles away residents have Comcast that do not have cap limits while providing faster and cheaper service.

I have asked for a business account but am told that I am unable to due to being in a residential location. Their business service has no cap (WHICH MAKES THEIR BANDWIDTH EXCUSE FALSE) which while slightly higher priced would not limit my ability to utilize the internet.

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[Ticket: # 660984 - Comcast internet usage cap](#)

**Date:** 11/17/2015 3:47:31 PM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** Comcast

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## **Description**

I just started a new two year contract with comcast and just received notice that they were about to cap their data usage. Is this not a monopoly since I only have two companies I can get high speed internet from (Comcast and AT&T)? Btw Comcast believes they can change the terms of my contract but won't let me out of my contract. That has got to violate some law! One last thing I was thinking of cutting cable tv cable and go to over the internet programming but I can't with comcast since the video streaming will exceed the dat cap. Comcast is smothering competition before the competition can get a foothold! No competition= monopoly!

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**Ticket: # 662027 - Lenna Kuurmaa and friends told me about another Video Streaming Site that is like YouTube**

**Date:** 11/17/2015 9:55:26 PM

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

**Company Complaining About:** Cox

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## **Description**

At Zapkolik.com/video/vanilla-ninja-toxic-543327 is another video streaming site that alters sound, from the original song, in ways similar to the ways YouTube does it. Also Zapkolik.com/video/vanilla-ninja-tough-enough-577845 . These songs also may be stolen, from Sony and the members of Vanilla Ninja and me. I know the names of two Vanilla Ninja members. Lenna Kuurmaa and Piret. Lenna had me get rid of the Traces of Sadness CD but she has shame over it. I know there are things in it that are bad, but I don't want her to feel shame. The United States of America through DARPA created the Internet. We can't be isolationists and let entities outside our borders commit crime with our technology.

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**Ticket: # 662043 - New data cap on landline internet service; extortion in a monopolized market**

**Date:** 11/17/2015 10:09:32 PM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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## **Description**

My family have been customers of Comcast xfinity internet since we moved to the Shreveport area in April of 2013. We currently pay \$78.95 for their 'xfinity internet blast' service, which includes speeds of 'up to' 75 Mbps. The only competitor we found at our arrival here, AT&T, offered a maximum of 18 Mbps, which was not sufficient for our needs as we primarily consume media through the internet and have not had nor intend to have a cable TV subscription.

We received a letter today from Comcast Xfinity stating that they will be trialing a 300GB data plan in our area. Use of the internet in excess of 300GB per month will incur a \$10 fee per 50GB of data over the cap. Our online account on Xfinity lists a 250GB cap We are currently 17 days into our billing cycle and have used used 216 GB thus far. Alternatively, we can pay an additional \$35 per month to maintain our service as it has stood to this point.

Comcast, in their 2013 SEC-filed report, had a 97% profit margin on high-speed internet. This new fee strikes me as price fixing, but I am no expert in the law. I can only state that I feel they are taking advantage of their status as the only providers of true high speed internet in this area to charge higher prices to those of us who lack any viable alternative.

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**Ticket: # 662608 - Capped internet**

**Date:** 11/18/2015 11:34:19 AM

**City/State/Zip:** Clarksburg, West Virginia 26301

**Company Complaining About:** Time Warner

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## **Description**

I continue to see news in the media about companies wanting to go to "metered" or "capped" internet plans. I urge the FCC to step in and make this move impossible. With metered internet, innovation will be stifled in the name of profits. Folks are cutting the cord because of higher prices and this is just the ISPs way of trying to deter this behavior, it has nothing to do with network management or costs to the ISP, it is corporate greed through and through. The only hope I have as a consumer is that the FCC will see the importance of having a limitless internet for our children to use for learning, for exploration and for entertainment.

So far I feel Mr. Wheeler has done a great job of keeping the public interest in mind, and I hope he continues to do so.

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**Ticket: # 663002 - Verizon Billing and Charges****Date:** 11/18/2015 1:40:45 PM**City/State/Zip:** Quakertown, Pennsylvania 18951-3932**Company Complaining About:** Verizon

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**Description**

I want to file a complaint specifically about Verizon's billing and charges. We have subscribed to Verizon internet only feature. We cannot get any other service due to our location without paying an astronomical satellite fee and Comcast will not run cable to our home. A few years ago I cancelled Verizon TV and Phone because we decided to use an antenna and magic jack. We kept the internet but did so without a contract and had their Quantum speed for FIOS. Because of the cost I reduced the speed of the FIOS to the minimum 3/1 at a cost of approximately \$50 per month. I now am being billing \$80 per month for the minimum service. When I went to their website to try to work out a price for a bundle it gives me the phone service for free but forces me to take the TV as part of the bundle if I upgrade the FIOS speed. It then gets raised to \$104. I didn't call them because I can never get a person on the line and if I do a live chat they don't really care about you. They just want you to buy something, activate it first and then they will answer your question. So I am forced to keep the \$80 per month for minimum service. I had purchased DirecTV earlier this year. I saw that their provider for internet is Verizon and I asked about merging the service so I can pay less and Verizon will not let me do this since I did not purchase it as a bundle. I think Verizon needs to be audited for their business services as I believe they are creating a monopoly in certain areas and I no long have any choices except to go without internet.

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[Ticket: # 664640 - comcast monopoly needs to be broken](#)

**Date:** 11/18/2015 10:43:48 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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## **Description**

Why are we forced to use Comcast Xfinity? Because they funnel millions into govt via PAC's to keep competitors out...this is anti-capitalism and Xfinity is vehemently an Anti-American company that's destroying democracy, and our wonderful country. End their reign of terror, please break up this hive of criminals, we the American people won't stand for a corporate monopoly that provides no options and treats us beyond terrible.

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**Ticket: # 664913 - Company refuses to stop text messages, years later.**

**Date:** 11/19/2015 9:28:25 AM

**City/State/Zip:** Wilton Manors, Florida 33334

**Company Complaining About:** Car Pro Auto Spa And Ocean Media Solutions

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## **Description**

I was referred to this form by your website when pursuing a text messaging complaint.

I have repeatedly replied STOP and STOP ALL for a local car wash carproautospa.com. I have done this many times and still continue to get text message advertisements, some even at night! When I called the car wash, they said their marketing company "Ocean Media" was actually doing it. oceanmediasolutions.com. Since January 31 (my phone history does not go back further, I have replied STOP 7 times and STOP ALL 4 times, each time receiving a confirmation of receipt claiming I have been unsubscribed. This false and misleading. I want to file a complaint.

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**Ticket: # 664930 - Comcast 300 GB cap**

**Date:** 11/19/2015 9:59:39 AM

**City/State/Zip:** Friendsville, Tennessee 37737-3170

**Company Complaining About:** Comcast

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## **Description**

I have received notification from Comcast that I have went over my 300 GB bandwidth limit November 19th, 2015. This is an arbitrary limit that Comcast has imposed on only certain customers that do not have any other options for high speed internet. I spoke with Comcast Internet Security which offered no solution beside "stop using the internet" and could not give me any information on how they meter this.

The meter that is on the comcast website is inaccurate, and states that it may not show the past 24 hours, but comcast also claimed that our household (Two adults) used 60 GB on the day that we were not at home for the entire day, and I had made sure that all of our devices were off.

I also find it puzzling that this cap only started being enforced when I changed my modem to a Comcast rented modem.

This cap, which comcast uses for pure profit, is against the idea of Net Neutrality by causing consumers to not be able to access the internet without extremely high financial penalty. Comcast claim that only 8 percent of their customer reach this cap is based on old and flawed data. An informal survey by me in Friendsville, TN shows that out of the 10 people I have talked to, 8 have went through this cap every month.

I am requesting that the FCC place an immediate injunction on Comcast 300 GB data plan for wired household. If Comcast insists on using a utility type of charging, then I request that a true and accurate meter certified by an agency with the reputation of NIST or the UL be placed on my house. I have a previous unresolved complaint reference number 609779.

Eventually we hope that fair market will eliminate Comcast from our area, but we should not be punished in the meantime for access to the internet in a rural area.

I may be reached at (b) (6)

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**Ticket: # 674568 - Spam Complaint - False Advertising**

**Date:** 11/24/2015 12:55:35 PM

**City/State/Zip:** Tigard, Oregon 97281

**Company Complaining About:** Frontier Communications

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**Description**

The following email was sent out to my association members regarding an association event. They have no such information about my attendees.

From: Alicia Hogan [mailto:[alicia.hogan@digitalmarketers.biz](mailto:alicia.hogan@digitalmarketers.biz)]

Sent: Tuesday, November 24, 2015 12:40 AM

To: [cindy@xxxx.net](mailto:cindy@xxxx.net)

Subject: PLSO Conference 2016

Importance: High

Hi Cindy,

I hope you are doing well.

I happened to visit your company website and see the upcoming event PLSO Conference 2016.

Our list will include key contacts of frequent Visitors/Attendees, Sponsors, Delegates and Exhibitors who have provided their permission based opt-in contact details from all the industries.

Hence, I am sure this can increase your resources and also connect you to the right people in a quick and easier manner.

Data includes: Contact name, Company Name, Company URL, Title, mailing address, verified telephone Number, Fax Number, Industry, Revenue Size, Employee size and permission based opt-in email etc.

**Key Benefits:**

- 100% Dual Verification prior to list delivery(one by tele-verification team; two by email verifying team).
- You get unrestricted usage license(once you purchase the data, you own it and you can use it as long as you want for your multi channel promotion purpose).
- We will provide you a email campaign without charges along with the list.

Let me know your exact target audience you are trying to reach so that I shall send you more details accordingly.

Thanks and I look forward to work with your company in making all your upcoming events successful.

Regards,

(b) (6)



(b) (6)

Email Appending – Data Appending – De-duping.

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[Ticket: # 665323 - Please don't allow caps on home broadband](#)

**Date:** 11/19/2015 12:30:34 PM

**City/State/Zip:** Norwich, New York 13815

**Company Complaining About:** Time Warner

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## **Description**

I just read that Comcast is planning on putting a cap on home broadband downloading. This is a terrible idea! The idea they're admitting capping internet downloading as a cash grab is mind boggling in today's society where so much is done online. Having to limit yourself to 10 GB a day may seem reason until you look at any streaming service. I regularly use netfix, youtube, and spotify for movies and music. Instead of buying hard copies of games, I'll go ahead and do a digital download, or play an online MMO. Some of these games are a 50 GB download, so there goes 1/6th of your monthly cap. These proposed caps are bad for everyone, not just comcast users, since all internet providers will join comcast if they're allowed to implement such a system.

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[Ticket: # 665425 - Comcast Data charges](#)

**Date:** 11/19/2015 12:55:38 PM

**City/State/Zip:** Wilton Manors, Florida 33305

**Company Complaining About:** Comcast

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### **Description**

Comcast is now placing a data tier pricing plan which allows me to only use 300 GBs at the price paid. Now I am being charged extra when I go over the limit. This is not fair please look into this.

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**Ticket: # 665476 - Data Caps**

**Date:** 11/19/2015 1:07:38 PM

**City/State/Zip:** Long Island City, New York 11101

**Company Complaining About:** Verizon Wireless

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## **Description**

I am a concerned subscriber to Verizon FiOS's internet service. I know Verizon Wireless has eliminated unlimited data plans for its new customers, and I assume it is just a matter of time before they are implemented on its home internet services as well. Per a leaked internal memo from Comcast, it would appear these caps are arbitrary, and not meant to stop network congestion on its network. I hope the FCC will put an end to these practices that hurt consumers!

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[Ticket: # 665492 - Comcast datacaps](#)

**Date:** 11/19/2015 1:10:23 PM

**City/State/Zip:** Mesa, Arizona 85207

**Company Complaining About:** Cox

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## **Description**

These datacaps are not only unneeded, but brazenly anti consumer, innovation, and net neutrality. These are bad news for all of us, and must stopped.

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[Ticket: # 665555 - Unfair data practices.](#)

**Date:** 11/19/2015 1:24:01 PM

**City/State/Zip:** Corona, New York 11368

**Company Complaining About:** Comcast

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## **Description**

Why did you allow for net neutrality to get to this point?! Did the data companies pay you enough money to turn your back on the people you should be represented?! Don't worry though I'm sure Karma will come back and bite you right where you deserve it! Do the right thing and make it the way it was. While your at it, mention to congress to make lobbying illegal. This is starting to feel way to one sided!

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[Ticket: # 666572 - Monopoly](#)

**Date:** 11/19/2015 4:56:15 PM

**City/State/Zip:** New Orleans,la, Louisiana 70125

**Company Complaining About:** Cox

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## **Description**

Cable companies have had notable rate increases, particularly Comcast unstopped by Federal Regulations. The new capped usage by Comcast is another example of exploitation by monopoly. All companies have a right to make profits, but the primary source of information for most households should be reasonably affordable.

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**Ticket: # 666803 - Data caps**

**Date:** 11/19/2015 6:07:12 PM

**City/State/Zip:** Corinne, Utah 84307

**Company Complaining About:** Centurylink

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## **Description**

Please look into the legality of Comcast charging its customers for more data on their home plans. I'm not a Comcast subscriber, but it worries me that if they are allowed to charge extra for differing amounts of data, other companies may follow and cause internet to become unaffordable for people. If it isn't costing them any more to provide a little versus a lot of data to customers, why the price increases? In my area, there are only two main companies that provide internet - Century Link and Comcast. What happens to low income people if prices increase significantly? I live in Box Elder County in Utah - one of the least wealthy counties in Utah. I purposely do not subscribe to cable TV because of expense, but I do have broadband internet to stream programs and access educational material. Allowing companies to arbitrarily increase price when there is little competition is not good for consumers. If you cannot find reason to keep companies from increasing price, at the very least find ways to allow more companies to enter the space. Increased competition usually leads to better products and better prices.

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**Ticket: # 667429 - Internet Data Caps / Fair Internet Access**

**Date:** 11/19/2015 9:19:53 PM

**City/State/Zip:** Mansfield, Ohio 44907

**Company Complaining About:** Time Warner

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**Description**

Comcast and like companies; Implementation of datacaps / limits of internet usage in consumer homes and businesses. Cornering / forcing consumers and businesses into paying significantly more money for internet service they already receive.

Current service is already over-priced, and cable companies continue to blatantly take advantage of consumers and businesses. Everyone knows that once equipment is in place and paid for that the profit margins for providing internet service are ridiculously huge. There is no competition in my area so I'm used to paying higher rates than other that reside in areas that have competition.

I feel vulnerable because when Time Warner starts implementing datacaps in my area, I will have no competition to turn to, and I will cancel my internet service.

I can see that cable companies will not stop until they can price gouge everyone and reduce the quality of service they provide as a tactic keep increasing prices.

This has to stop. Please do not allow these companies to continue taking advantage of consumers.

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**Ticket: # 667559 - Comcast data limits**

**Date:** 11/19/2015 10:33:22 PM

**City/State/Zip:** Torrance, California 90503

**Company Complaining About:** Time Warner

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## **Description**

Comcast is now capping data on home users, I understand they are a business and thus able to charge more for whatever they sell. However, I take exception to this because I would estimate 60-70% of every web page contains advertising that is mostly streaming video with audio which gobble more bandwidth than users realize. If a company is allowed to cap bandwidth consumers should be allowed to view pages without ads.

Time warner is my cable broadband host and I am 100% sure they will follow suit as soon as comcast is allowed to roll out this style nationwide.

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[Ticket: # 669403 - can-spam](#)

**Date:** 11/20/2015 7:05:12 PM

**City/State/Zip:** Wilmington, North Carolina 28412

**Company Complaining About:** Princess Cruise Lines

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## **Description**

Princess cruise lines has started to send me unsolicited emails. I've unsubscribed many times yet they keep sending them. I finally received a response when I emailed them telling them to stop. They told me it may take 6-8 weeks for the emails I didn't sign up for to stop. That is unacceptable.

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**Ticket: # 669641 - IC3.GOV failure**

**Date:** 11/20/2015 9:52:18 PM

**City/State/Zip:** Mesa, Arizona 85204-6164

**Company Complaining About:** Cox

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## **Description**

I have attached a print screen of the Federal Communication Commission's response to a complain I filed about Pornography on YouTube. I said free. I meant that is available without costing money. Maybe that is fine with the owner of the video, but its not with me. It's obscene. The Response I got from the FCC was to report it to [www.ic3.gov](http://www.ic3.gov). I don't understand why you don' t just do that yourself, but the bigger problem is that I reported Pornhub.com to [www.ic3.gov](http://www.ic3.gov) and it is still up. To get into a Strip Club I have to be at least 18 as long as they don't serve Alcohol. To buy something at an adult video or an adult book store I have to prove that I am old enough. To access content on NaughtyAmerica.com or Penthouse I have to prove that I have to tell them I am old enough and the way we prove that is with a credit card. Now this is not even safe enough. I can access free Porn videos on Bing.com. Type in Lexi Belle Free Porn videos and all you have to do is answer in the affirmative that you are of age. That does not protect anyone, especially children. I saw a Playboy magazine in a house being built in Lincoln, NE when I was in Elementary School. I have had problems with pornography all my life. I want to be protected and I want everyone else protected. These no cost porn websites need to gotten rid of. I question something like NaughtyAmerica.com too. How can they guarantee that a child didn't steal their mom's credit card and get online? Yes I support the idea that each family is responsible for their children, but we need to get back to looking out for the common good. An Adult Video Store like the big Castle one Washington in Phoenix isn't going to let a 10 year old inside simply because they rode the bus and stole their credit card from their mom. We need to consider negotiating International Law to stop this pornography and protect ourselves. Christians speak out against Pornography all the time. Calvary Community Church Phoenix, Crossroads Community Church Vancouver, and even Central Christian Church of the East Valley Mesa have groups that try to get men to stop masturbating. (it might be lip service), but they say they are against pornography. (b) (6) of Calvary Community Church once said that Pornography is trafficking of sex workers, on Calvaryphx.com. One time I connected and the girls in a video interacted with me. They saw me and told me to go slow. I was seriously disgusted, but I stopped watching Pornhub.com for months. We need this evil gone.

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**Ticket: # 669644 - IC3.GOV failure**

**Date:** 11/20/2015 9:53:38 PM

**City/State/Zip:** Mesa, Arizona 85204-6164

**Company Complaining About:** Cox

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## **Description**

I have attached a print screen of the Federal Communication Commission's response to a complain I filed about Pornography on YouTube. I said free. I meant that is available without costing money. Maybe that is fine with the owner of the video, but its not with me. It's obscene. The Response I got from the FCC was to report it to [www.ic3.gov](http://www.ic3.gov). I don't understand why you don' t just do that yourself, but the bigger problem is that I reported Pornhub.com to [www.ic3.gov](http://www.ic3.gov) and it is still up. To get into a Strip Club I have to be at least 18 as long as they don't serve Alcohol. To buy something at an adult video or an adult book store I have to prove that I am old enough. To access content on NaughtyAmerica.com or Penthouse I have to prove that I have to tell them I am old enough and the way we prove that is with a credit card. Now this is not even safe enough. I can access free Porn videos on Bing.com. Type in Lexi Belle Free Porn videos and all you have to do is answer in the affirmative that you are of age. That does not protect anyone, especially children. I saw a Playboy magazine in a house being built in Lincoln, NE when I was in Elementary School. I have had problems with pornography all my life. I want to be protected and I want everyone else protected. These no cost porn websites need to gotten rid of. I question something like NaughtyAmerica.com too. How can they guarantee that a child didn't steal their mom's credit card and get online? Yes I support the idea that each family is responsible for their children, but we need to get back to looking out for the common good. An Adult Video Store like the big Castle one Washington in Phoenix isn't going to let a 10 year old inside simply because they rode the bus and stole their credit card from their mom. We need to consider negotiating International Law to stop this pornography and protect ourselves. Christians speak out against Pornography all the time. Calvary Community Church Phoenix, Crossroads Community Church Vancouver, and even Central Christian Church of the East Valley Mesa have groups that try to get men to stop masturbating. (it might be lip service), but they say they are against pornography. (b) (6) of Calvary Community Church once said that Pornography is trafficking of sex workers, on Calvaryphx.com. One time I connected and the girls in a video interacted with me. They saw me and told me to go slow. I was seriously disgusted, but I stopped watching Pornhub.com for months. We need this evil gone.

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**Ticket: # 669649 - IC3.GOV failure**

**Date:** 11/20/2015 9:54:52 PM

**City/State/Zip:** Mesa, Arizona 85204-6164

**Company Complaining About:** Cox

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## **Description**

I have attached a print screen of the Federal Communication Commission's response to a complain I filed about Pornography on YouTube. I said free. I meant that is available without costing money. Maybe that is fine with the owner of the video, but its not with me. It's obscene. The Response I got from the FCC was to report it to [www.ic3.gov](http://www.ic3.gov). I don't understand why you don' t just do that yourself, but the bigger problem is that I reported Pornhub.com to [www.ic3.gov](http://www.ic3.gov) and it is still up. To get into a Strip Club I have to be at least 18 as long as they don't serve Alcohol. To buy something at an adult video or an adult book store I have to prove that I am old enough. To access content on NaughtyAmerica.com or Penthouse I have to prove that I have to tell them I am old enough and the way we prove that is with a credit card. Now this is not even safe enough. I can access free Porn videos on Bing.com. Type in Lexi Belle Free Porn videos and all you have to do is answer in the affirmative that you are of age. That does not protect anyone, especially children. I saw a Playboy magazine in a house being built in Lincoln, NE when I was in Elementary School. I have had problems with pornography all my life. I want to be protected and I want everyone else protected. These no cost porn websites need to gotten rid of. I question something like NaughtyAmerica.com too. How can they guarantee that a child didn't steal their mom's credit card and get online? Yes I support the idea that each family is responsible for their children, but we need to get back to looking out for the common good. An Adult Video Store like the big Castle one Washington in Phoenix isn't going to let a 10 year old inside simply because they rode the bus and stole their credit card from their mom. We need to consider negotiating International Law to stop this pornography and protect ourselves. Christians speak out against Pornography all the time. Calvary Community Church Phoenix, Crossroads Community Church Vancouver, and even Central Christian Church of the East Valley Mesa have groups that try to get men to stop masturbating. (it might be lip service), but they say they are against pornography. (b) (6) of Calvary Community Church once said that Pornography is trafficking of sex workers, on Calvaryphx.com. One time I connected and the girls in a video interacted with me. They saw me and told me to go slow. I was seriously disgusted, but I stopped watching Pornhub.com for months. We need this evil gone.

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[Ticket: # 669900 - Comcast and TMobile](#)

**Date:** 11/21/2015 9:04:33 AM

**City/State/Zip:** Austin, Texas 78757

**Company Complaining About:** Comcast

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## **Description**

Recent comments by Chairman Wheeler indicate his support of the systems put in place by Comcast and TMobile to give preferential treatment to certain types of traffic, especially the provider's own video streaming or the provider's specially selected video content partners. We are teetering on the edge here - we cannot encourage or allow ISP's, whether mobile or home, to choose which content is preferred by setting data usage caps and declaring some content is not counted against the cap. The FCC has to help us here!

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**Ticket: # 670456 - Unwanted porn being pushed thru my internet provider**

**Date:** 11/21/2015 6:05:46 PM

**City/State/Zip:** Columbus, Ohio 43081

**Company Complaining About:** Wideopenwest Finance, Llc.

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## **Description**

I am filing a complaining about pornographic solicitation via my internet provider WideOpenWest Finance, LLC 7887 E. Belleview Ave, Suite 1000, Englewood, Colorado 80111- IRS#31-1811298, Commission File # 333-187850. I have complained to them in the past and requested they give me choices to populate my portal pages with items non-soft pornography related. The Ad is being provided by Viral Mozo and is attached for your review. They have said they cannot do this. I am an IT technologist of Infrastructure, application development and portals for companies and government entities. I know this is possible! It's not that they can but won't because of the revenues these organizations provide them. Please help me and others get choices for advertisements we might actually want.

Sincerely,

(b) (6)

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[Ticket: # 670814 - Verizon WiFi Tethering](#)

**Date:** 11/21/2015 11:19:05 PM

**City/State/Zip:** Graniteville, South Carolina 29829

**Company Complaining About:** Verizon Wireless

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### **Description**

Requirement of purchasing a hotspot subscription to use unlimited data.

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[Ticket: # 670764 - Abuse of usage charges](#)

**Date:** 11/21/2015 10:22:52 PM

**City/State/Zip:** Huntsville, Alabama 35805

**Company Complaining About:** Comcast

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## **Description**

I reported Comcast to you for capping off our usage and charging us for extra usage. As soon as I got a call, I was charged for an extra modem and my usage went up 10% with every webpage I opened. This is intensified when I access a ISP competitors webpage to check into different services.

---

[Ticket: # 670843 - Comcast - could not supplement prior complaint](#)

**Date:** 11/21/2015 11:54:31 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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### **Description**

Sorry to send a second complaint, but I couldn't find where to supplement. I'm sure they will be grouped together under my name.

Additionally, Comcast is advertising 75mbps and every tester site I've tried shows me at <40. This is false advertising on top of everything.

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[Ticket: # 671295 - Payola on the Internet](#)

**Date:** 11/22/2015 5:36:11 PM

**City/State/Zip:** Ft. Lauderdale, Florida 33308

**Company Complaining About:** Comcast

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## **Description**

Certain online journalistic sites are using paid advertising to support a roller coaster project seeking government approval. I believe the media outlets are receiving considerations from the project developer without disclosing it.

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**Ticket: # 704546 - "Obscene Programming"**

**Date:** 12/11/2015 8:27:32 PM

**City/State/Zip:** North Hollywood, California 91601

**Company Complaining About:** Bright House

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## **Description**

To Whom It May Concern:

There is a commercial currently being broadcasted online for the product, "Never Too Hungover," which displays a man participating in an activity which is suggestive of drug use. The ad appeared while I was browsing the "Daily Mail" tabloid site this afternoon. The ad opens with the product spokesman standing in a living room with 3 other men on a couch, 2 of which appear to be incapacitated from overconsumption of alcohol (one sporting an ice pack on his head, one looking to be ill), and the third doing what appears to be snorting a substance that was illegal enough to blur out... then wiping his nose. The, what appears to be, illegal drug-use activity is blurred out, but is, nevertheless, unacceptable when it is obvious what is being suggested, advertised, and presented as commonplace (i.e., snorting illegal substances), ALONG WITH the more CLEARLY advertised product (i.e., "Never Too Hungover" vitamin supplement). Without question, it is not okay for this company to advertise illegal drug-use, and especially with no preceding forewarning/disclaimer that reads along the lines of "the things you are about to see in this commercial... blah, blah, blah, etc." If the music companies must display "Parental Advisory" labels, and the video game companies must display "Mature" rating labels for blatantly featured misconduct within the contents of their products, I'm not sure what makes these guys exempt from regulation. Yeah, while I'm at it, I may as well add, ""Miley" and "Riri," do it best!" What is really being regulated in the media these days? Ellen Degeneres can put on sex shows (live on daytime television!) with Miley Cyrus, and some prosthetic testicles a.k.a. "sex toys," without a care in the world what her show is rated, or what time of day it airs, but Johnny Knoxville must rate his "Jackass" movie with an "R" rating for displaying such things. The unregulated sex shows cannot continue. As a kid, I was shown tons of silicone breast implants and "exotic dancers" on "Maury" "Jerry Springer," and "The Jenny Jones Show" after school, and grew up to become an "adult worker" as a result. I can, personally, testify that "sex work" is, ultimately, neither healthy for the viewer, nor the entertainer. The entertainer is being violated is too many obvious ways, and they don't know better or they wouldn't be doing it, and the viewer is being led to believe that using another human being that way is normal and acceptable. Both parties are being molested, and the company gets to make a small fortune pimping them out. Isn't it grand? Anyhow, "adult entertainment" is "adult entertainment"... all hard illegal substances and sex toys included. America's current growing generation has never had a chance to breathe with what they're being bombarded with... it's preposterous. It seems that there are always just those privileged few that can do whatever, and damage/destroy whomever, without even a hint of concern for our social environment, and that arrangement cannot go on for much longer. The parents, I'm sure, already have enough to contend with, having a child to begin with. There is no way in the world that they can monitor everything that their children see, and I'm sure they don't want to have to deal with such serious, and seriously unnecessary, issues, as difficult as it already is to raise a child properly. I'm not being paid to police this mess, but I should be.

Very Sincerely,

(b) (6)

POSTED: 4:10PM, December 11, 2015

P.S. My internet service provider is not "Bright House" but there was no "Other" option listed on the pulldown menu, nor was there a designated area to provide the requested information. If you really must know, I am, currently, using "Time Warner Cable" for my internet service needs.

POSTED: 4:26PM, December 11, 2015

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**Ticket: # 673592 - you can never unsubscribe**

**Date:** 11/23/2015 8:16:47 PM

**City/State/Zip:** Fort Worth,, Texas 76244-8840

**Company Complaining About:** AT&T

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## **Description**

<http://toucchingly.com/index.php/site/unsubscribe?u=NmZjMCwyMGQyNCw0ZDRkYQ%3D%3D>

I tried to unsubscribe from this company but they require a captcha and even when you put it in correctly, they say you did it wrong. This is a scam to never let people unsubscribe.

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[Ticket: # 674280 - Comcast Stream](#)

**Date:** 11/24/2015 11:20:08 AM

**City/State/Zip:** Baltimore, Maryland 21209

**Company Complaining About:** Comcast

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## **Description**

The FCC needs to stop Comcast's anti-competitive streaming service. Comcast already has a monopoly in much of the country. Allowing them to further burden competition by exempting their own product from data limits is terrifying. They should not be able to unfairly hinder their competitors.

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**Ticket: # 674801 - Equal time for political candidates**

**Date:** 11/24/2015 2:06:51 PM

**City/State/Zip:** Lodi, California 95240

**Company Complaining About:** Wjla

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**Description**

<http://thebernreport.com/bernie-sanders-supporters-get-snubbed-at-the-montgomery-county-thanksgiving-parade/>

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[Ticket: # 676221 - Can't unsubscribe from Disney](#)

**Date:** 11/25/2015 12:33:03 AM

**City/State/Zip:** Valencia, California 91355

**Company Complaining About:** AT&T

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### **Description**

I don't know how I got on disneys email list but I have unsubscribe day least 10 times. They say to allow time (10 days ) to process, no idea why. And I keep getting emails months later.

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**Ticket: # 675585 - Recorded Video changing**

**Date:** 11/24/2015 6:06:09 PM

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

**Company Complaining About:** Cox

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## **Description**

I told you I'd try to get the Google and Eurovision 2005 thing finished by Thursday. I have realized that I need more time. Google's search engine once showed me a page that I didn't print. I don't remember why I didn't print it. In it thought it showed very evil things. One line I remember showed this "The name of the beast" and it looked something like this (I don't remember the actual characters fully): \.mxxa It was hidden for some reason. Boy how I regret not printing it out. I've recorded videos from YouTube on my Windows phone. The change from the when copied or moved. I uploaded videos of the Mesa Police today directly from my phone. Those videos may also have changed from what I saw. Last night I did an experiment on my Windows 7 AMD 8320 PC. I don't think it did any rendering, but I do have a MSI Radeon 280X. I copied a video to a solid state drive with my Internet connected. This is called Copy A. I copied the video again to the same drive without the Internet connected. This is called Copy B. Copy A and Copy B were not the same. I then watched the Original on the Phone and it was different from both Copy A and Copy B. With the Internet disconnected I continued to watch these three videos. Copy A and Copy B stopped being different from each other. The files of Copy A and Copy B were edited in place. There was not an overwrite warning, the files simply changed. The original Copy A and Copy B were lost. I'm calling the new video files Copy A1 and Copy B1. Copy A1 was the same as Copy B1. I still had the Internet disconnected and I moved the file off my phone onto a solid state drive. The video was different than that original on my phone. It was not exactly the same as copy A1 and Copy B1. It was different than Copy A and Copy B and the original on the phone. The video was closer to matching up with Copies A1 and B1. I don't know if the original on the phone got edited in place too, but I suspect that this is possible. I did all operations with the file using Windows Context Menus. I did not test dragging the files between different windows. I wanted to test copying and moving the files using DOS commands. The Windows command prompt provides no access to my Windows phone. I have observed videos changing on YouTube itself. I have seen the dancing in this video: <https://youtu.be/ou4o5op978I> be more explicit than when I just watched it now. I looking into the Eurovision Contest 2005 because it shows the Satanic evil in the European Union, the music industry, and Google, Inc. I'm going to use video links directly from YouTube. The videos in this competition are so terrible that the truth will come out. I have footage in other videos, but I can't upload them directly. I have not experimented with file sizes that I can upload to this website. 30 seconds of video uploads well. Even if I push it to 40 seconds, 2 hours worth of footage is hard to work with. I downloaded a free MP4 file splitter. I only need to split files. I don't need anything like Nero and Nero is hard to work with for this purpose. I am also concerned that it might send information to somewhere else. I got the splitter off CNET. It does something with the voice track. When Lenna Kuurmaa was singing Cool Vibes in split video her words came out ahead of her lip movements. I have looked for other tools, but I may just have to use this program. My Micorsoft 435 Phone runs Windows 8.1 update 2. I think it is still a Nokia Lumia. It uses a Sony MP4 file format. Microsoft may be threatened. There is the MSNBC problems. Sony is threatened because the Traces of Sadness CD I had by Vanilla Ninja was Sony Music, which is actually CBS/Sony Music. Google is threatened. I think they are fighting back. Google's YouTube videos may change for other people for some other sinister reasons. Like I said though the truth still comes out in these altered videos. When I was liking Google and using them often. I would get

requests to sign petitions to keep the Internet free of regulation. I think I even sent Senator McCain something about it once. I signed some petitions too. I deeply regret doing these things. Satan is a liar. Sony, Microsoft, CBS, Google, Inc. are doing Satanic things. It may be because "The LOVE of money is the root of all kinds of evil." Having money is OK, but ADORING it as these corporations do has led them down a terrible path. I think of it this way, these and other corporations are like Golem with the Ring. Their money is their "precious." There may be other reasons these and other corporations like, Cox Communications are into Satan, but money is a major factor.

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**Ticket: # 675923 - JC Penny Rewards Spam**

**Date:** 11/24/2015 8:41:25 PM

**City/State/Zip:** Raleigh, North Carolina 27613

**Company Complaining About:** Jc Penny

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### **Description**

I receive regular emails from JC Penny with no option to electronically unsubscribe. Only a phone number to call, which involves being on hold for a prolonged period. I believe this violates the requirement for a simple unsubscribe option

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[Ticket: # 676449 - Unwanted emails](#)

**Date:** 11/25/2015 10:26:41 AM

**City/State/Zip:** Miami Beach, Florida 33139

**Company Complaining About:** AT&T

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### **Description**

I have repeatedly asked Gucci to stop emailing me both via their contact us page and by unsubscribing and they persist in sending me unwanted mail.

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[Ticket: # 677953 - Innaccuracy in graphics accompanying 2015 State of the Union Address on YouTube](#)

**Date:** 11/26/2015 12:18:32 AM

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

**Company Complaining About:** Cox

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## **Description**

Is it true that only 11.2 million jobs have been created in the last 58 months?

In the President Obama's 2015 State of the Union Address the attached graphic was displayed. Are the people who make these graphics and maintain these videos doing their jobs?

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[Ticket: # 678258 - Profanity on Yahoo News Article - 11.26.15](#)

**Date:** 11/26/2015 3:25:54 PM

**City/State/Zip:** Atlanta, Georgia 20850

**Company Complaining About:** AT&T

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## **Description**

<http://news.yahoo.com/forget-anonymous-mafia-ready-isis-183319273.html>

"These people are like walking machines. ISIS brainwashes them through the Internet," Giovanni Gambino told Mic of the terrorist threat. "You need to beat the ██████ out of them to the point where they stop coming back to life." ....This was not just in the article URL, but also captioned on the jpg photo and photo linked to Yahoo's front page.

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**Ticket: # 680438 - Reprehensible image**

**Date:** 11/28/2015 7:24:11 PM

**City/State/Zip:** Midland, Michigan 48642-1476

**Company Complaining About:** Charter

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### **Description**

In my opinion, this image is child pornography. It is completely unacceptable to used as an advertisement! It is not just offensive, but dangerous. I don't know how it made it online, but it needs to be removed!

<http://d3dytsf4vrjn5x.cloudfront.net/20007/300x250/76fcc24cc8b120424f852d9b18ae09d0.jpg>

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[Ticket: # 680792 - Comcast internet rate hikes and net neutrality](#)

**Date:** 11/29/2015 12:12:48 PM

**City/State/Zip:** West Lafayette, Indiana 47906

**Company Complaining About:** Comcast

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## **Description**

it's Comcast. need i say more?...

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**Ticket: # 680815 - Ridiculous**

**Date:** 11/29/2015 12:33:50 PM

**City/State/Zip:** Berlin, Maryland 21811

**Company Complaining About:** Comcast

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**Description**

This needs to be stopped

<http://www.dslreports.com/shownews/Comcasts-New-Years-Present-More-Rate-Hikes-135716>

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[Ticket: # 680953 - internet speed](#)

**Date:** 11/29/2015 2:12:20 PM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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## **Description**

after desperately trying to save money from comcast , the only option given was reduce tv channels and reduced band width ! or a 2 year contract which is not a option for me ! they sent me a tea to look at my system and yes they stream lined my connection and up graded the splinters > that seemed to speed things up a bit ! i was thankful ! a day later its back to being DSL slow! less for me is more for them ! we need equal speed for every one !

---

[Ticket: # 681083 - eset anti virus](#)

**Date:** 11/29/2015 3:29:02 PM

**City/State/Zip:** Coloradosprings, Colorado 80903

**Company Complaining About:** Centurylink

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### **Description**

fraud: I paid for a year of service, I am changing over computers and there is no answer from their tech support, when I put in my username and # the site claimed my service had expired. july 15 to nov 15 is not a year of service.

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[Ticket: # 681169 - cable companies monopolies](#)

**Date:** 11/29/2015 4:35:00 PM

**City/State/Zip:** Modesto, California 95355

**Company Complaining About:** Comcast

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### **Description**

why are we allowing monopolies in the US still? cable companies should be competing not coming together and raising their prices and staying away from each others territory!

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[Ticket: # 681211 - internet monopolies](#)

**Date:** 11/29/2015 5:06:16 PM

**City/State/Zip:** Mcallen, Texas 78501

**Company Complaining About:** Comcast

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### **Description**

you might as well quit your job if you think that anything that comcast, twc, or any other internet provider scum is anywhere on the spectrum of moral. please just leave as you care a lot less than the people WHO ARE FORCED TO PAY 80\$ A MONTH TO SEND THIS COMPLAINT.

---

**Ticket: # 681550 - Internet service providers should not be able to have regional monopolies**

**Date:** 11/30/2015 1:22:45 AM

**City/State/Zip:** Coal Center, Pennsylvania 15423

**Company Complaining About:** Armstrong Cable

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**Description**

Hello,

I'd like to file a complaint regarding internet service providers being able to have a regional monopoly. I believe this is very unfair to consumers. It only benefits the companies and their shareholders.

I'd like to give my current experience to show why this is very bad for consumers.

My borough has a franchise agreement with Armstrong Cable. They are the ONLY cable company that will service my house. My husband called Armstrong Cable to ask how much it would cost to install cable lines to our house. After several months of them saying "no", we finally got a quote of \$45,000 to run a cable line 3,196 feet to my house. To give you an idea of the cost of living in my area - my house is worth around \$100,000 and my and my husband's combined after-tax income is \$39,000.

So I now have a choice. I can say "yes, please install the cable line for me" and take out a 10-15 year loan to pay for less than a mile of cable. I'm sure Armstrong Cable would make a lot of money from my installation fee. Or, I could say "no, I can't afford that" and I'm immediately out of options for cable internet. That choice doesn't affect Armstrong Cable at all. I was never a customer, so they are not losing any money by not providing service to me.

My other example - Verizon Pennsylvania is the ONLY landline phone company that services my area, and the ONLY company that is able to provide DSL to me. My husband called to ask for DSL to be set up, and he was told "no, we don't have ports to provide DSL". And immediately we're out of options for DSL service. I was never a customer, and so Verizon PA is not losing any money on me. They have no incentive to provide service to me, and I have no other company to turn to.

There is no option for fiber internet.

So that's it. Two "no's" and I'm completely out of options for broadband internet. These companies are able to take advantage of their customers because they know that they don't have competition. I don't have any other companies to turn to with my business.

If the internet is going to be regulated as a public utility, then internet service providers should not be allowed to have a monopoly in an area.

Thank you,

(b) (6)

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**Ticket: # 682847 - Grindr is loaded with an enormous amount of spammers**

**Date:** 11/30/2015 5:27:47 PM

**City/State/Zip:** Virginia Beach, Virginia 23453

**Company Complaining About:** Grindr

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## **Description**

I have contacted grindr over & over & over about spam on their site. There are times when more than 30 spammers are present on my page which means 1/3 of my page is spammers. Adding to that is that they all have the same profiles where they start with "I do porn come watch me " & they give a web address. I have made contact about 50 times, registered complaints yet they don't seem at all concerned. Originally they told me to not report them from the report tab that is on every profile but to snap a picture from my phone & send to their email which I did. Now they tell me to report from report tab on their profile, that they would take care of the spammers. Well I followed their directions (which were contrary to what I was told initially) . Nothing happened, there is a guy who clearly states that he wants money for anything that he offers. Told this to grindr & they tried to lie & say that he must be using a different e-mail. I know better cause I sent him a message to make sure that his email hadn't changed & he's still up there.

My complaint is that grindr either doesn't care that they are putting everyone at risk with known spammers or I feel that they may be doing this on their own trying to force people to pay for additional services which includes unlimited blocks vs 15 blocks in 24 hours u get with an unpaid subscription. What can you guys do to help with this issue? It's very frustrating for myself & many others who use this site?

---

[Ticket: # 683260 - Comcast is inserting warnings into data stream](#)

**Date:** 11/30/2015 8:02:10 PM

**City/State/Zip:** Ridgeland, Mississippi 39157

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to violate net neutrality by inserting a warning in to datastreams about internet usage. They make it impossible to get rid of the warning with out calling to have them remove it.

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[Ticket: # 684021 - Illegal email with no unsubscribe link](#)

**Date:** 12/1/2015 11:20:28 AM

**City/State/Zip:** Palm City, Florida 34990

**Company Complaining About:** Comcast

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## **Description**

This email was sent without my permission and does not contain an Opt-Out, Identification , or Return Address.

Also, your complaint form does not allow one to leave "Internet Issues" blank and I must fill out extra info not involved in my complaint.

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**Ticket: # 687373 - CAN SPAM ACT**

**Date:** 12/2/2015 3:56:50 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** AT&T

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## **Description**

I am a real estate agent agent with Berkshire Hathaway. For months, I have been spammed by a company called "USAHUD" which claims to be seeking agents for certain zip codes. None of the emails they send provide any link to unsubscribe nor do they respond to any requests to stop sending the emails. I have attached a copy of the latest email

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**Ticket: # 690732 - Verizon wireless**

**Date:** 12/4/2015 9:31:16 AM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Verizon Wireless

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## **Description**

Unlawful monitoring under device tracking methods

retaliatory contract termination (liability issue has existed for months)

Failure to notify customer upon account changes

Failure to report criminal activity that customer had reported

Failure to protect customer information

Purposeful disconnection from network while on contract. (Was disconnected from data multiple times without solid explanations)

More details can be given via email to fcc Verizon already should know what they did and what happened.

---

**Ticket: # 693656 - A woman getting forced to do something sexually that she didn't want to do**

**Date:** 12/6/2015 12:59:22 AM

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

**Company Complaining About:** Cox

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## **Description**

Lexi Belle (according to Wikipedia, Lexi Belle isn't her real name). She in the following video [http://www.pornhub.com/view\\_video.php?viewkey=1678895421](http://www.pornhub.com/view_video.php?viewkey=1678895421) was forced to do something she obviously wasn't prepared for. She is giving a blowjob and the guy pushed her from the back of her head forward into his pelvis. They do change the URL's. I want to stop working. It's only been 7 days in row.

---

**Ticket: # 693681 - Is Elton John owed money? It's quite possible.**

**Date:** 12/6/2015 4:04:14 AM

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

**Company Complaining About:** Cox

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## **Description**

In the movie Moulin Rouge, Nicole Kidman sings the song One Day I'll Fly Away. In the song where Ewan McGregor sings the lyric "How wonderful life is now that you're in the world" is the same song lyric that Elton John sung in his song "Your Song." His lyric is "How wonderful life is that you're in the world." Did the people who made the movie Moulin Rouge get permission from the people responsible for Elton John's song? If not then Elton John is owed money from the people responsible for that song lyric's use in Moulin Rouge (2001). Elton John did not get to a finished product of "Your Song" on his own. Those people may be owed money too. On top of that look at how many views "Your Song" has on YouTube: <https://youtu.be/mTa8U0Wa0q8>

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**Ticket: # 693716 - Comcast blocking Android TV apps**

**Date:** 12/6/2015 10:09:19 AM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

HBO Go is available and accessible for Comcast users (finally) through the Android operating system on tablets and phones, however, the same app is blocked on Android TV set top boxes such as the Nexus Player. No good reason exists for this other than Comcast greed.

(b) (6)

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[Ticket: # 693851 - automated systems set up to reap massive funds with no real support](#)

**Date:** 12/6/2015 2:28:05 PM

**City/State/Zip:** Rupert, Idaho 83350

**Company Complaining About:** Cable One

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## **Description**

automated system that is used to reap massive funds I have made a few complaints already and hope to bypass the main Idaho office. I feel I am being retaliated on for making complaints about the state ran facilities and have been attempting to reach someone other than a family member of the ruling class here. How do I get this so called whistleblower protections when all they did was put me in a bot loop for my complaints so far. I have found accidentally all these extras on phones and internet programming that allow people to basically take over other peoples devices through commands in other languages that resemble ours but have other little advantages. in person help would be best I think since I have found and caught outside invaders on my pc once already and have taken pics of this with a camera.

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**Ticket: # 693976 - being disconnected or speed reduced**

**Date:** 12/6/2015 4:59:39 PM

**City/State/Zip:** Jasper, Alabama 35504

**Company Complaining About:** Verizon Wireless

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## **Description**

I've contacted Verizon twice in the last several months about an on going problem of reduced speed and getting disconnected. This has been going on for several years, they use to say they were having problems and a tower site but the last two times I contacted them, they said the problem was on my end. I use a 3G Mifi 2200 today my signal strength has been running around -84 and -90 I have tried 2 different mifis with the same results. I tried to down loads updates last month until I was at 90% of my 3 Gig. I purchased a new computer last month, I've tried several times to download updates for it and have the same issue. I've been disconnected several times today, it just says the connection is dormant I have to disconnect then reconnect. I have 90% of my updates downloaded but if it does as it has been doing they fail to update. Verizon wants me to upgrade to 4G but my answer to them is why upgrade just to continue to be disconnected or my connection go dormant, if I'm lucky I stay connect but at a greatly reduced speed. This seems to be common practice among wireless internet providers. I would appreciate it very much if you could do something to stop this practice. I have had my internet go dormant (no internet) while I filled out this complaint. Please do something to help.

(b) (6)

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**Ticket: # 694050 - Lies in the news**

**Date:** 12/6/2015 6:20:42 PM

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

**Company Complaining About:** Cox

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### **Description**

Did President Obama endorse a Constitutional Amendment that limits or Freedom of Speech? I'm sure this is bullshit: <http://www.cnsnews.com/news/article/obama-calls-amendment-limiting-free-speech-rights>

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**Ticket: # 698343 - Comcast/Xfinity - Privacy Invasion Packet Inspection**

**Date:** 12/8/2015 10:36:48 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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**Description**

When I try to view or go to different parts of the internet I get "FBI" type warnings from Comcast/Xfinity? Do they have the right to restrict where I want to go on the internet? What is up with this?

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[Ticket: # 700257 - CableOne data guidelines are prohibitive to paid online services.](#)

**Date:** 12/9/2015 7:05:50 PM

**City/State/Zip:** Show Low, Arizona 85901

**Company Complaining About:** Cable One

---

## **Description**

CableOne has set data guidelines so that use of paid services such as Netflix, Hulu, Amazon Prime are cost prohibitive. I do not find it amusing that CableOne has decided to force users to higher priced tiers or face termination of services for exceeding data guidelines that are set to discourage use of outside services. Nor is it amusing that the cost of the higher data tiers exceeds CableOne's own comparable video services. CableOne's policies, guidelines, and costs are preventing users from fully utilizing services they have paid for.

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[Ticket: # 700637 - Tmobile breaking net neutrality](#)

**Date:** 12/9/2015 10:18:51 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile is instituting an exemption for certain streaming services and not others. They have instituted a gatekeeping system where they get to arbitrarily decide whos services qualify for exemption and who's services dont; with significant burden to small players who need to be treated fairly in order to gain footing in the market.

What they are doing is by definition against net neutrality because it is creating preference for some traffic over other. The FCC needs to stop this behavior before it deteriorates the quality and freedom of the global internet.

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**Ticket: # 701149 - SIPALG**

**Date:** 12/10/2015 12:04:45 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** AT&T

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## **Description**

ATT routers do not have the ability to turn off SIP ALG and they told me that directly from the last ticket that I submitted. I am still having problems with my VOIP for work because the SIP ALG setting cannot be turned off.

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[Ticket: # 719679 - Throttling](#)

**Date:** 12/21/2015 5:03:05 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Comcast

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## **Description**

My internet speed appears to be significantly slower when trying to connect to HBO Go, Amazon Prime, Netflix, DirecTV on Demand services. This is common, even during off peak hours (late at night, middle of afternoon).

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**Ticket: # 709313 - Zero Rating**

**Date:** 12/15/2015 3:16:29 PM

**City/State/Zip:** Janesville, Wisconsin 53546

**Company Complaining About:** AT&T

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## **Description**

T-Mobile, AT&T, Verizon and Comcast's Zero Rating programs (in which certain companies' content is not billed against a subscriber's data allotments, either for free or for a fee) is a violation of Net Neutrality. It is exactly the same as fast lanes and slow lanes except replace speed with data. It allows industry leaders to pick and choose winners and losers by providing an advantage to companies able to strike or afford a deal over those who are either not popular enough or cannot afford the premium. If left unchecked, it will most assuredly devolve into providing benefits to partners while refusing competitors.

These types of programs are most certainly not in the spirit of Net Neutrality in which all data is to be treated equally. While it may come off as a boon to customers at face value, the real application is more nefarious.

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**Ticket: # 709315 - Zero Rating**

**Date:** 12/15/2015 3:16:56 PM

**City/State/Zip:** Janesville, Wisconsin 53546

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile, AT&T, Verizon and Comcast's Zero Rating programs (in which certain companies' content is not billed against a subscriber's data allotments, either for free or for a fee) is a violation of Net Neutrality. It is exactly the same as fast lanes and slow lanes except replace speed with data. It allows industry leaders to pick and choose winners and losers by providing an advantage to companies able to strike or afford a deal over those who are either not popular enough or cannot afford the premium. If left unchecked, it will most assuredly devolve into providing benefits to partners while refusing competitors.

These types of programs are most certainly not in the spirit of Net Neutrality in which all data is to be treated equally. While it may come off as a boon to customers at face value, the real application is more nefarious.

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**Ticket: # 709316 - Zero Rating**

**Date:** 12/15/2015 3:17:15 PM

**City/State/Zip:** Janesville, Wisconsin 53546

**Company Complaining About:** Comcast

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## **Description**

T-Mobile, AT&T, Verizon and Comcast's Zero Rating programs (in which certain companies' content is not billed against a subscriber's data allotments, either for free or for a fee) is a violation of Net Neutrality. It is exactly the same as fast lanes and slow lanes except replace speed with data. It allows industry leaders to pick and choose winners and losers by providing an advantage to companies able to strike or afford a deal over those who are either not popular enough or cannot afford the premium. If left unchecked, it will most assuredly devolve into providing benefits to partners while refusing competitors.

These types of programs are most certainly not in the spirit of Net Neutrality in which all data is to be treated equally. While it may come off as a boon to customers at face value, the real application is more nefarious.

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[Ticket: # 710864 - internet speed](#)

**Date:** 12/16/2015 1:25:14 AM

**City/State/Zip:** Pleasanton, California 94566

**Company Complaining About:** Comcast

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### **Description**

the only way I've been able to save money with Comcast was to have reduced service ! they reduce your internet speed + basic tv stations . the internet speed is painfully slow ! couldn't watch presidential debates . I did a speed test Slower than the Philippines ! Do the Philippines have better internet infrastructure than California ?

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**Ticket: # 714387 - Hacking,and tampering with private information**

**Date:** 12/17/2015 3:42:56 PM

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

**Company Complaining About:** MetroPCS

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## **Description**

This email address is (b) (6) the lifelock account hold criminal activity in my credit report I have had to report to the metro police department,identity theft where all my personal information keeps getting hacked,I have had to file over 100 complaints with the FCC for interference with email accts,personal anything to do with phone service, I have been being stalked by some type of trash individuals who think its funny or lets say worst nightmares are going to come true soon,I pray that complaints I have been turning in do lead to these stalking tramps being prosecuted, I have a right to free internet and communication free from stalking,someone has went into my lifelock account using my cell phone trying to block access for internet usage. as well there is no telling what else the lying trash has been doing using my phone service,I do not know why I have been targeted but if you pull all the complaints from 2010 you will see everything from 911 service was suspended where the 911 calls went directly to someones phn, all the way to someone went into FB accounts I don't go on to add cousins such as Amanda weaver as favorite friend and I have never had relationship with that girl,never will, that was back in 2012,2013. these tramps do anything they feel they can,so I pray when these tramps are caught the law does all they can to show they trash ass they are not above the law.

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**Ticket: # 716829 - A terrible website - [www.newgrounds.com](http://www.newgrounds.com)**

**Date:** 12/18/2015 6:55:07 PM

**City/State/Zip:** North Warren, Pennsylvania 16365

**Company Complaining About:** Atlantic Broadband

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## **Description**

I was searching the web for information about former President George W. Bush and I found an extremely immoral website with a homemade flash game depicting Bush snorting coke and shooting hallucinations. This has been on the site for many years, and it is not right. There is no control against gaining access to website. Here is the address to the game.

There are MANY inappropriate titles on the site. They are composed of flash games and animations uploaded by users.

Please, shut this site down, they made one PlayStation Game, Alien Hominid. Their revenue is corrupt.

<http://www.newgrounds.com/portal/view/5278>

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**Ticket: # 717037 - Comcast data caps**

**Date:** 12/18/2015 9:25:54 PM

**City/State/Zip:** Elizabethtown, Kentucky 42701

**Company Complaining About:** Comcast

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## **Description**

Comcast is saying that I'm using 463 gb of data for 18 days this month. My Netgear router says that I'm using 147 gb so far this month. I trust my router far more than I do Comcast's information. For one thing, all my data goes through it including upload and download usage. I've seen numerous other complaints about this.

Since they are a monopoly company and are arrogant enough to make up any rules and numbers as they go without any penalties they will continue to go unabated and run roughshod over its customers until something is done.

We consumers need help from the FCC and need you to step in and stop their overstating data use along with false billing for their data usage numbers that are not close to being correct.

It is pretty obvious that Comcast is punishing Netflix users for getting rid of cable tv and using them to recover revenue. I don't believe Comcast is going broke anytime soon.

Comcast is very good at one thing and that is to be the #1 hated company in America. Mission accomplished!!!

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[Ticket: # 725989 - Paid internet and cable tv limited](#)

**Date:** 12/27/2015 8:18:37 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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### **Description**

Comcast is limiting how much use my internet and how I watch TV despite paying a huge amount for both. They control my market and I do not have alternative cable companies..... which should be a clear anti trust violation. You have allowed this criminal activity and now they are Extorting their customers.