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**Ticket: # 364230 - AT&T Wireless Cellular Internet Throttling**

**Date:** 6/25/2015 11:13:59 AM

**City/State/Zip:** Chantilly, Virginia 20152

**Company Complaining About:** AT&T

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**Description**

I have an AT&T cellular phone with grandfathered unlimited internet. AT&T continues to throttle data rates as the usage approaches 5GB. It is my understanding that this is a violation under the new Open Internet policies and AT&T has been significantly been fined.

I received the following text from AT&T this morning (6/25/2015) at 9:45am from 753-5. "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month you may experience reduced data speeds at times and in areas that are experiences network congestion. Wi-Fi helps you reduce speeds. For further info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)"

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**Ticket: # 364330 - ATT throttling**

**Date:** 6/25/2015 11:39:49 AM

**City/State/Zip:** Houston, Texas 77040

**Company Complaining About:** AT&T

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## **Description**

Re: FCC 15-63

I have been an ATT customer since buying my first iPhone in 2007. I was a loyal T-Mobile customer for years and reluctantly moved to ATT only due to their exclusive position with the iPhone. Having prior experience with ATT long distance and other telephony services, I was circumspect due to what I perceived as game/tricks and downright deception which ATT utilized in their advertising and billing practices. However, having read the terms and conditions "unlimited" was unqualified other than for abuse.

As an early adopter, I believe ATT used this tactic to build what is now one of the largest markets in the world and to maintain an effectively exclusive or at least dominant position in this market based largely on this position.

My data usage over the years has been very "normal" and could not be seen as "excessive" or "abusive" by any measure. I have used the phone as advertised without worrying about limits but not taking advantage of the unlimited data, and have foregone numerous alternative deals offering services such as tethering and other benefits to maintain this privilege.

However, after beginning to receive text messages from ATT a year or so indicating my data usage was "excessive" (by what standard?!) and after ATT began threatening to throttle my bandwidth to what would effectively render the device worthless under normal operation, I have severely curtailed my free use of the device and resist normal operations in today's market such as streaming audio or listening to lectures on YouTube in the car.

I have never had an "always on" mentality with respect to my device, do not just keep video streaming in the background, etc., but I do have podcast apps and the like which periodically download material for consumption at regular intervals. This is normal advertised operation and is one of the primary benefits of a smart phone.

The limits at which ATT began issuing these "warnings" or "threats" began at 3GB. My average usage is normally well below 3GB, but on occasion after watching a single Netflix movie or streaming an Apple WWDC keynote speech or the like, I might bump against the 3GB limit. Since one of the more popular data plans offered by ATT was 3GB at the time, this would hardly be seen as "abusive."

I completely understand wireless companies needing to periodically throttle users' data in a particularly over-saturated area, but only due to the congestion at the time and without regard to individual (non-abusive) users. Instead, ATT's practice appears to throttle (or at least threaten same) particular users' data without regard to any particular congestion issues. I would completely understand if heavy users were merely tagged for lower priority in the event of congestion, but to throttle or threaten same based on quite normal activity levels is anti-competitive and abusive.

What ATT really wants is for users like me who built their network to leave these unlimited plans which were convenient for them for a time, but now are not (or to pay for unlimited plans and curtail their usage based on their threats). I have remained an ATT user over the years ONLY because of this single benefit. I would absolutely have left ATT for T-Mobile or other providers if this plan had not remained in place.

Now, the bandwidth "limits" (on an unlimited plan) have seemingly grown to 5Gb, but so has the average media consumption and bandwidth requirements to merely surf normal web sites and consume common forms of media. Moreover, as these data requirements have grown, so have the fees and technical capabilities to manage data beyond mere throttling, so that the congestion should not be more of an issue for a non-abusive consumer than ever before.

Speaking of "abuse," the type of things I would consider abusive would be running a streaming media server, tethering and providing hot spot access for others, maintaining an always on streaming player to replace a television in a common area 24 hours per day, and the like.

Merely, enjoying average consumer media consumption such as a periodic podcast or drive-time audio, and automatic background uploading of photos, etc. can not be seen as abusive -- these are the very benefits touted not only by the device manufacturers but also ATT, itself.

If unlimited means ANYTHING, it should permit my usage pattern. If an average consumption is 2-3Gb, one would consider as abusive a user using an order of magnitude more data such as 20-30Gb, not 4 or 5Gb.

In my opinion, a fine is not sufficient -- ATT should be precluded from these anti-consumer abusive "threats" and should be precluded from changing the terms of service for the loyal early adopters who built their network and dominant position. They should be required to permit such users to purchase (without losing their plan) "add-on" services such as tethering (as a convenience for other devices such as book readers or for laptop email, etc.) as long as their data is still not abusive (by an objective standard well out of line with their then-highest available bandwidth offering). Perhaps, the tethered data could be provided at a per-data usage cost, but to technically prevent such a convenience is just a punishment intended to incent users to abandon such plans.

Further, any throttling necessary to maintain network availability should be only neutral as to user or should provide at least a still "usable" bandwidth for the throttled user. If the average user is provided several Mbits/sec, a reasonable throttling would be to 1Mbit/sec, not several k/sec (which is reportedly the throttling we have heard of) which is unusable even for basic email/mapping use.

Finally, I believe ATT has been deceptive in their warnings/threats to users. Since this began, I have been tracking my data usage closely. I have a reliable application which monitors my non-wifi data usage and for this period, I am in day 19/30 days and have used 1.9Mb of data, which is projected by the app to correspond to a 3.1Mb usage for the period. I received the following warning just today:

"Your data usage is near 5GB this month. Exceeding 5GB during this or future billing cycles may result in reduced data speeds. Wi-Fi helps you avoid reduced speeds."

This is deceptive and abusive behavior from a dominant market provider and must be remedied.



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**Ticket: # 364730 - Unfair billing practices, data cap, and speed throttling**

**Date:** 6/25/2015 12:38:38 PM

**City/State/Zip:** Nashville, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

Comcast continues to bait and switch customers. I am forced to call on a near monthly basis to receive the pricing that was promised for a 12 month period. It continually creeps up without notification. My speed is obviously being throttled when accessing youtube and netflix streams even prior to reaching the absurd 300GB data cap. I have validated this network throttling by using both VPN and proxy services to strip Comcasts ability to throttle, this instantly removes the choke hold on steaming services. Comcast's business practices are down right unethical and i'd venture to guess fraudulent if they were to be properly investigated.

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**Ticket: # 365165 - Time Warner Cable Net Neutrality Complaint**

**Date:** 6/25/2015 1:51:20 PM

**City/State/Zip:** Wheelersburg, Ohio 45694

**Company Complaining About:** Time Warner

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### **Description**

My Time Warner Cable account is experiencing Intermittent outages either caused by throttling or limitations on my account. I am not able to achieve my contractual connectivity speeds during all hours of the day.

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**Ticket: # 365667 - Open Internet ATT**

**Date:** 6/25/2015 2:52:44 PM

**City/State/Zip:** Sewell, New Jersey 08080

**Company Complaining About:** AT&T

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## **Description**

Today I got a SMS from ATT that my data has reached 75% of my 5GB network management threshold. I am on the grandfathered ATT unlimited plan and my understanding that after February 26, 2015 ATT can not reduce my data speeds that the SMS said it could. I have attached a screen shot of the SMS for verification. I have been previously been throttled by ATT and when the Open internet rules went in affect I was happy I would not be a victim of dial up speeds of a LTE network again. It seems like that day will still have to come..

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[Ticket: # 367055 - Throttling advertised 105Mbps to 11MB for large data download with Comcast](#)

**Date:** 6/25/2015 8:50:31 PM

**City/State/Zip:** Plainsboro, New Jersey 08536

**Company Complaining About:** Comcast

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## **Description**

I regularly stream video and music with no issue, for smaller files. While downloading a large video game I purchased, my speed is getting severely throttled to 11MBps download speed.



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**Ticket: # 367080 - Zito media throttling Internet**

**Date:** 6/25/2015 9:01:12 PM

**City/State/Zip:** Mountain Home, Idaho 83647

**Company Complaining About:** Ziti Media

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### **Description**

Zits media throttling my internet , I called them and they told me that they shut it off becouse I used to much this month. I pay for 10 mg bit service . They made me upgrade my service to get my internet back on.

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[Ticket: # 367236 - Netflix Throttling](#)

**Date:** 6/25/2015 10:37:57 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** Comcast

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## Description

To Whom It May Concern,

My only internet option is my apartment is Comcast. When I do a speed test I am getting very fast speeds, and yet the video I'm watching on netflix will need to buffer. From what I've heard this is most likely Comcast unfairly throttling Netflix. I think these business practices are unfair.

Thank you,

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**Ticket: # 367240 - Frontier Communications DSL Availability & Open Internet Complaint**

**Date:** 6/25/2015 10:40:23 PM

**City/State/Zip:** Maple Park, Illinois 60151

**Company Complaining About:** Frontier Communications

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**Description**

Frontier Communications is knowingly stopping my access to the Internet 4-5 times in a 24 hour period, daily. This is case for most subscribers in Maple Park Illinois. The explanation that has been provided for the past two years is that Maple Park is a high demand/congested area. While Frontier is reluctant to address this issue due to cost per Tom Kuschman (General Manager Northern Illinois), it continues to market and seek additional customers. Frontier sells and charges its customers for high speed DSL that it does not have the capacity to deliver. The Internet congestion or throttling or blocking is difficult determine. Frontier's intent is clear -- it lacks the capability to deliver, per Tom Kuschman, customers have too many devices .

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[Ticket: # 369417 - AT&T throttling unlimited data plan](#)

**Date:** 6/26/2015 9:33:26 PM

**City/State/Zip:** Pico Rivera, California 90660

**Company Complaining About:** AT&T

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## **Description**

I have had an unlimited cellular data plan for several years and my internet speeds have been constantly throttled each month. Today I received a text message from AT&T saying "I have used 75% of the 5 GB network management threshold. If I exceed 5 GB this month you may experience reduced data speeds". This is against the "unlimited" data plan I have signed up for. I am tired of being bullied by AT&T.

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**Ticket: # 369796 - FIOS throttling speeds to Amazon servers every night after 8pm**

**Date:** 6/27/2015 11:30:16 AM

**City/State/Zip:** Tonawanda, New York 14150

**Company Complaining About:** Verizon

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## **Description**

For over 2 months now after the FCC net neutrality ruling FIOS has been throttling speeds to amazon servers in what is predicted by many to be a backlash of said ruling. I am a long time player of the game dark age of camelot that runs on amazon servers. I had to quit this online game along with many others because every night after 8pm the packet loss becomes unsustainable. Great job bringing the hammer down on TWC, hopefully FIOS is next.

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**Ticket: # 370169 - Comcast/Xfinity**

**Date:** 6/27/2015 3:58:08 PM

**City/State/Zip:** Boulder, Colorado 80302

**Company Complaining About:** Comcast

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### **Description**

Throttling/not providing service I'm paying for. I pay for their performance internet (advertised as 25mbps), and am only getting 1.5-2 mbps. I have tried calling their hotline multiple times, only to have my call disconnected when the automation says I'm being redirected to an account executive.

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[Ticket: # 370335 - Throttling of speed](#)

**Date:** 6/27/2015 6:08:31 PM

**City/State/Zip:** Denver, Colorado 80216-3513

**Company Complaining About:** Comcast

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## Description

Comcast is throttling my internet speed. I ran two tests simultaneously, and the Comcast-hosted speed test showed that I have plenty of speed. The third-party test showed that I have very little speed.

http://

[REDACTED]

[REDACTED]

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**Ticket: # 370436 - Comcast Throttling Speeds When VPN is ON**

**Date:** 6/27/2015 7:07:41 PM

**City/State/Zip:** Stockton, California 95206

**Company Complaining About:** Comcast

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## **Description**

I have noticed that my download speeds from Comcast vary considerably when I am on VPN. The speed of browsing, streaming, and downloads is much slower than expected. Based on the plan I have I should be getting speeds close to 50 Mbps when downloading. However, when I activate my VPN it slows down to sometimes less than half this amount. I believe the Comcast Xfinity product is purposely being purposely throttled when I use a VPN as to punish users who choose to search the internet in private. I would like someone to look into this issue and determine if this is true and punish Comcast as AT&T was fine 100 million for their breach of the FCC's open internet policy under the Net Neutrality case recently decided.

Thank you,





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**Ticket: # 370483 - Comcast throttling**

**Date:** 6/27/2015 8:07:19 PM

**City/State/Zip:** Villa Park, Illinois 60181

**Company Complaining About:** Comcast

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## **Description**

I believe Comcast to be throttling twitch.tv. Despite paying for Comcast's rather exorbitantly priced 125mb down and ~25mb up speeds and have a wired ethernet connection to my router, I can barely maintain a 720p twitch stream without constantly buffering. Other sites work fine, yet twitch.tv seems to be in constant conflict.

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**Ticket: # 370614 - Century Link Throttling Internet.**

**Date:** 6/27/2015 10:24:50 PM

**City/State/Zip:** Beaverdam, Virginia 23015

**Company Complaining About:** Centurylink

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## **Description**

I am filing this complaint in response to our internet service provider (Century Link) throttling our internet speeds. We pay for a 10Mbps connection, yet we (currently) are getting about 1/10th of that speed, according to an internet speed and health test available on [www.battleforthenet.com](http://www.battleforthenet.com) I will include a screenshot of the results of this test.

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**Ticket: # 371286 - Throttling and Speed Issue**

**Date:** 6/28/2015 8:56:05 PM

**City/State/Zip:** Houston, Texas 77066

**Company Complaining About:** Comcast

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**Description**

I believe my Netflix speed is being throttled, when compared to the speed of other services, it is far slower. Additionally, I am only receiving a fraction of the internet speed I am paying for (<20mbps vs the 50mbps service I pay for) - this has been measured multiple times of day over a few days to ensure the slow speed was not an outlier.

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**Ticket: # 372391 - Data Cap**

**Date:** 6/29/2015 2:04:49 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

A few months back I was informed by Comcast that our household was going over the allowed data limit. I find this to be only a money grab and nothing else. Now after a few days into each month our internet is throttled down, which means I am paying for speeds that I do not get to use.

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**Ticket: # 373928 - BrightHouse Networks Throttling Users**

**Date:** 6/30/2015 3:38:23 AM

**City/State/Zip:** Port Orange, Florida 32128

**Company Complaining About:** Bright House

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## **Description**

This is my second complaint.

I've tried to get access to my original complaint but I can't get a login to access it.

This is what happened when Joe in executive escalations got back to me.

He told me that Brighthouse Networks doesn't throttle its customers that ( this is the best part) Microsoft throttles customers download speed for "fair gaming"

As if your download speed has anything to do with multiplayer gaming at all. But besides that fact it just isn't any reason that MS would ever throttle anyone.

It's not like their business model is built upon over selling an overburdened network and then throttling users connections to keep up with demands.

After he told this load of BS thing in our conversations degraded. He told if I don't like the service you can always switch.

Which he knows I cannot since BHN is the only broadband ISP I can get in my area. I said so as much in my complaint with you.

This treatment of its customers is why I'm requesting an independent audit of BHN network management polices.

First one is a bait and switch complaint do they have enough capacity to handle the traffic they've sold their customers. Because they're throttling customers.

Second is pricing they're selling packages at 15/35/70/150/300 but you won't see those speeds consistently outside their internal pingtest servers. They say that's all they're obligated to do. I say since they're selling internet access they should only be able to sell what you can get consistently outside their internal network aka as the Internet.

Plus their pricing is outrageously high. 50 bucks for 15/35 range then 20\$ for the next two tiers and then double 200\$ for the fastest tier that doesn't raise upload speed at all 300/10 for 300 dollars.

Which brings me to my final request.

Charter is requesting permission for the M/A of BHN I'm requesting that since so much of Charter is in rural areas with zero broadband competition that you place full title II regulation of their networks that

don't have broadband competition. So that other providers can provide internet access to BHN/Charter customers with the prorated rates in the Title II regulation.

This is the only way these companies will treat it's customers with respect. If they have actual competition.

And isn't that what all Americans believe should be the role of regulations to open up the marketplace and spur innovation.

The market can't innovate behind these walled gardens that cable has created by manipulating local government to stop competition.

So I'm requesting that the FCC fix this glaring hole in Net Neutrality in rural areas with full title II implementation imposed on the Charter BHN merger.

And if you could please add a note to CEO of BHN Steve Miron that he owes all of this to Joe in executive escalations.

Because he thought it was a great idea once I suggested it. He believes BHN would get more business this way.

He's right, but since we all know it's not about new customers as it is about extracting as much money they can from the customers they already have I don't know if the executives that he represents feel the same way.

Thanks [REDACTED]

Please forward to FCC Chairman Tom Wheeler

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**Ticket: # 373148 - Comcast Throttling and Data Cap Issues**

**Date:** 6/29/2015 5:22:41 PM

**City/State/Zip:** Nolensville, Tennessee 37135

**Company Complaining About:** Comcast

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**Description**

Comcast has been throttling my internet connection since moving into a new residence in May 2014.

I am also get charged for overages for Comcast's "data caps" after repeatedly being told by Comcast management that I didn't have a cap when since I transferred my service from a previous address. (my plan did not have a data cap)

Comcast refuses to send a tech to our residence to fix the throttling issue. I have contacted them 4 times and no one will return my call for either the throttling or the billing issues I've experienced.

Thank you,

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**Ticket: # 373931 - Frontier Speed Issues****Date:** 6/30/2015 3:49:35 AM**City/State/Zip:** Crossville, Tennessee 38571**Company Complaining About:** Frontier Communications

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**Description**

For months, I have had slower internet than what I pay for. I am "provisioned 6.9 Mbps" according to Frontier Representatives. I pay for "up to 12 Mbps" and have requested numerous times to be given a package with higher speeds since they advertise locally "up to 40 Mbps" as being available via a sign on their building. They have refused to allow me to upgrade to a faster package claiming that it is not in fact available in my area. Each time I upload a video to YouTube or a large file for my online college courses my speed slows down to less than 3 Mbps (tested via speedtest.frontier.com, speedtest.net, and speedof.me at EACH instance) for several days. The representatives at Frontier deny that I am being throttled and have sent tech specialists who literally did nothing but move the modem to another room in my home. Today after signing up for Netflix and watching a single episode of Bill Nye the Science Guy my speed dropped so severely that Netflix was unable to gain a connection to play a second episode and speedtest results were as follows:

Speedtest.net- Ping (121ms) Download (0.65 Mbps) Upload (1.62 Mbps)

Other speed testing sites were not used in this example because attempts to connect to the other sites kept timing out. One Frontier Rep has acknowledged that the modem they provided for me is likely a contributing problem but when they sent out a tech to replace it, he simply unplugged the old modem and plugged it back in then left saying "its fine, you don't need a new modem. All the lights are on". Whether it is a new modem that is needed or whether they are throttling my speed does not matter to me, it just needs to stop. They are the only provider for my address as no other providers service my street and I absolutely have to have internet for my school course work which is not available via local campuses.



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**Ticket: # 375632 - AT&T Throttling**

**Date:** 6/30/2015 5:25:31 PM

**City/State/Zip:** West Lafayette, Indiana 47906

**Company Complaining About:** AT&T

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### **Description**

AT&T falsely advertised that my plan was unlimited, and continues to throttle my data in times of congestion and in times of no congestion. I pay for an "unlimited" plan that is clearly not unlimited.

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[Ticket: # 375834 - Sprint video throttling](#)

**Date:** 6/30/2015 6:35:04 PM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Sprint

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## **Description**

Sprint has begun to throttle my video to less than 600kbps far less than the lte connection promised and breaking net neutrality by favoring one content type over another

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**Ticket: # 375982 - Sprint "All-In" Plan**

**Date:** 6/30/2015 7:34:40 PM

**City/State/Zip:** Peachtree Corners, Georgia 30092

**Company Complaining About:** Sprint

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## **Description**

I am writing to the FCC to inform you of Sprint's latest episode of douchebaggery. Sprint has just announced an unlimited, contract-free, plan for \$60 a month plus \$20 a month for a leased phone for 2 years. However, this plan comes with many terms and footnotes: one of which clearly runs afoul of the Open Internet regulations internet carriers are bound by. This footnote reads:

To improve data experience for the majority of users, throughput may be limited, varied or reduced on the network. Streaming video speeds will be limited to 600Kbps at all times, which may impact quality.

Under Open Internet regulations, they either throttle all traffic or none at all; there is no such thing as "selective throttling." This is not OK. Please fine Sprint for violating these policies.

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**Ticket: # 376025 - TWC: Throttling, high ping, outages, packet loss, overcharging, lack of response**

**Date:** 6/30/2015 7:52:28 PM

**City/State/Zip:** Lexington, Kentucky 40509

**Company Complaining About:** Time Warner

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## **Description**

I began subscribing to TWC in August of 2013. My first experience was with a sales rep who sold me 5 mbps service for \$35.00. About 45 days later, realizing that my internet was too slow, I went to the TWC website to upgrade. The standard 15 mbps was \$35.00.

My next issue was in December 2013. I increased my internet speed to 50 mbps for 2 months at \$50.00 per month. When the two months ended, I canceled the promotion. TWC refused to give me my 15 mbps speed for \$35.00 per month and instead wanted me to \$45.00 for 15 mbps. I called multiple times. They insisted that I had given up my right for the \$35.00 15 mbps. I told them that I had not, because there was no language saying that was the case. After fighting them multiple times on 30 minute phone calls, they did me the favor of selling me internet at \$35.00 per month for 15 mbps, even though that was what I had before.

In March of 2014, I noticed a substantial increase in ping to all TWC servers. Pathpings and traceroutes revealed significant increases to the TWC network from KY to KS and from KY to VA. I complained from April to December. After about 10 tries, TWC admitted that they had a network issue called something like 'an oversaturated node'. In January of 2015 or so, they indicated that a service ticket had been issued and that they would attempt repairs. I moved from Bowling Green, KY to Lexington, KY in March of 2015. I never heard from TWC regarding the service ticket.

At some point, I was overcharged for allegedly renting a modem when I did not. This was corrected, and I was told it was to be reimbursed, although I did not check for the \$5 or so the next month.

In February of 2015, I tried to disconnect my internet service. TWC said it took two weeks to end my service. Unknown to me, TWC automatically took the entire month's worth of service from my autopay, even though I had canceled my service some weeks before the autopay was set, not expected TWC to automatically charge my account, since I had after all canceled my service. They charged me for the entire month of March of 2015. I was not in Bowling Green for almost the entirety of March. They charged me \$45.00 for my 15 mbps that month. My two weeks was set to send after about the first week of March. TWC reimbursed me for one week of March a few months later, instead of 3 weeks. Since my account was electronic, it was not clear to me why I had to buy an additional two weeks of service in order to end my service, or why my account was overcharged.

In March of 2015, I moved to my current apartment. My landlord includes cable and internet in the rent. I am not allowed reimbursement for not using my cable because TWC only sells a package. I cannot negotiate with TWC since I do not have the contract for service.

From March of 2015 through present, I have complained several times to our TWC representative. I routinely experience packet loss, very low ping capacity, high ping, internet outages, excessive

throttling, and receive no response from TWC other than my modem has been on for x days, and they want to send someone to my apartment to do a speedtest.

Packet loss occurs routinely, approximately every other week, usually Sunday through Tuesday between 7:00 pm EST through 10:30 EST. It sometimes occurs frequently and at other times very little. TWC offered to do a speedtest.

If I try to ping servers through apps, I lose internet connectivity for the app and all mainstream services and websites. I do not lose connectivity to less popular websites and apps. For example, if I hit the pinging limit for a given minute, I cannot connect to facebook/youtube/reddit, but I can connect to niche websites and others like imgur. TWC offered to do a speedtest.

Throttling occurs every night around 8-10:30 p.m. EST. Youtube tanks from 1080p60 to 480p. Netflix waivers between 480 and 720 during peak time. Steam sometimes dips to 10 mbps but overall experiences less throttling in general. For example, I can download at 1.9 MBps but can only stream youtube at 480 if I shut Steam down. TWC offered to do a speedtest.

Since Bowling Green would usually go through Cincinnati Ohio's TWC network, my Lexington pings are about the same. Lexington is just south of Cincinnati. Thus, pings are about the same rate as they were from Bowling Green on the TWC network. TWC offered to do a speedtest.

Internet outages occur during the weekends. For example, the network icon in the taskbar will show an unplugged cord. TWC offered to do a speedtest.

Another, although more obscure, issue is that the default DNS registered automatically through TWC is about 35% slower than the fastest available DNS for their area.

Overall, my experience with TWC has not been good at all. If they rob me so blatantly, how could people who know nothing about these things know they too are being robbed? Please help.

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**Ticket: # 376031 - Throttling while Streaming Video**

**Date:** 6/30/2015 7:55:14 PM

**City/State/Zip:** E. Weymouth, Massachusetts 02189

**Company Complaining About:** Sprint

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**Description**

My carrier has placed a cap on my data while I am streaming video. Since I use my phone and tablet primarily for video streaming via YouTube and Netflix, this throttling prevents me from watching videos at a minimum of 480p.

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**Ticket: # 376090 - AT&T Throttling on Unlimited Data Plan**

**Date:** 6/30/2015 8:32:58 PM

**City/State/Zip:** Sunnyvale, California 94088-1312

**Company Complaining About:** AT&T

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## **Description**

Hi,

I have filed at least two complaints against AT&T Wireless for this issue. I have been an AT&T customer from 2009. Since that time, I've been grandfathered into the Unlimited Data Plan. At the time and for several years AT&T claimed that my plan was Unlimited and has aggressively throttled my connection without my consent. Upon reaching a 5GB data "threshold" (a fancy word for limit), my phone's Internet simply stops functioning. I get such ridiculously low speeds as 64Kbps (Kilo BITS second). This is as good as turning off my Wireless Internet connection. This is despite my phone's wireless network indicator showing "LTE" signal. As a result, I nearly stopped using my wireless Internet connection.

This month, despite using my Internet like a frugal resource, I received a text message from AT&T Wireless on June 20 2015, stating that I have reached 75% of my 5GB threshold. This is just ridiculous. How in the world is my plan an "Unlimited" Plan? My speeds are now reduced no matter where I go.

After I received this text message, I promptly contacted AT&T's customer service (June 20 2015) and asked them why this was happening to me. I quote the customer service rep - "Almost 90% of our subscribers only consume around 3GB of data. So, the company would like even the unlimited subscribers to stay around that usage level so once you reach 5GB we start throttling you." When I asked what speeds would I be throttled to? His answer - "I don't know."

So AT&T is training their customer service reps with this idea that everyone should stay within a "limit". When I signed up with AT&T, they made it abundantly clear that the plan was Unlimited in all respects - no throttling whatsoever - no limits. But when I actually use my plan - that I pay for - I'm being dinged for it?

Also - if AT&T is throttling me more than other subscribers under the pretext of "network management" then that is a completely unfair and discriminatory practice. Why should I be singled out? Because I use my service more than other people? From a pure networking perspective that doesn't make sense. If there is network congestion then **\*\*\*ALL\*\*\*** subscribers in that area should be affected **\*\*\*EQUALLY\*\*\***. That is what a fair and neutral network does.

I hope FCC actually puts those tax dollars that I contributed to work and fight this abuse on AT&T's part. I am aware that FCC fined AT&T \$100 Million for this. But apparently it has not helped.

Thanks.

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[Ticket: # 376399 - ATnT is throttling my Internet Connection.](#)

**Date:** 7/1/2015 12:36:47 AM

**City/State/Zip:** Springdale, Arkansas 72764

**Company Complaining About:** AT&T

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## Description

Just like in the subject, ATnT is throttling my Internet Connection and I have the data tests to prove it. I live in Arkansas and they have me connecting through San Francisco, California for some reason, and every test I've ran tonight compared with earlier today, my download speed has been cut down to a third of the speed I ordered.

Picture labled ATnT Throttling proof(1) was taken at around 3:00pm June 30th, Picture labled ATnT Throttling proof was taken at 11:00pm June 30th.



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**Ticket: # 376439 - I suspect my ISP is throttling**

**Date:** 7/1/2015 2:38:50 AM

**City/State/Zip:** Boulder, Colorado 80305

**Company Complaining About:** Comcast

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## **Description**

Basically, our internet inexplicably drops out at random periods for random intervals. Sometimes minutes, sometimes hours. We have cable internet and a modem/router that broadcasts a wi-fi signal to devices in the house. It's not a wireless issue, I've tested it with an ethernet cable directly between device and modem. Typically, when these "drops" happen, my computer (and other devices) indicate that it's connected to the network, but websites, etc, are non-responsive, suggesting (to me anyway) that there is no data being transmitted to my devices. Sometimes, resetting the router fixes the problems, sometimes it doesn't. I had this problem when I lived back east, but I chalked it up to the fact that I lived in a rural area, and just assumed it was a problem with the local infrastructure. But, now I live in Boulder, CO, so there's no infrastructure excuse. The ISP has changed (was Verizon, now Comcast), but I wouldn't be surprise if the baby-bells all had similar business strategies.

My household uses a lot of internet: I live with 4 other people, all of whom have their own laptops/cell phones, and often use the internet to stream videos or game online. I suspect that our heavy use makes us a target for restricting broadband/throttling.

I'm not sure whether this course of conduct by my ISP is actionable, but I just wanted to file a complaint in case there are others complaining of similar treatment in my area.

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**Ticket: # 381266 - HughesNet Dishonest & Unfair practices. Possibly throttling internet on purpose**

**Date:** 7/2/2015 11:43:58 PM

**City/State/Zip:** Porter, Texas 77365

**Company Complaining About:** Hughesnet

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## **Description**

The sales people untruthful about how their service works. Say you have 50gb of internet a month but don't tell you it's 10GB anytime, 40GB between 2am and 8am. Once you go over your data, they then tell you your speed will drop a small amount. It really goes from 20mbps to being throttled at 0.09 mbps at best. (have screen shots of benchmarks to prove it.) Wait times for Technicians can be multiple days. They have told me they would give me complimentary data but somehow it runs out without anyone even using it.

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**Ticket: # 381534 - Unlimited data plan on phone and throttling**

**Date:** 7/3/2015 11:34:37 AM

**City/State/Zip:** Tacoma, Washington 98417

**Company Complaining About:** AT&T

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## **Description**

On Saturday June 27 at 9:37am I received the following text message from my cell phone wireless care, AT&T: "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo). "

I have an unlimited data plan. Is it legal for AT&T to throttle data in this way?

Thank you for your advice.

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**Ticket: # 381759 - Throttling of unlimited plan and phone functionality locked**

**Date:** 7/3/2015 1:07:14 PM

**City/State/Zip:** Saint Louis, Missouri 63139

**Company Complaining About:** AT&T

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## **Description**

I have a grandfathered unlimited data plan and received this message "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)". Also, the personal hotspot function on my phone is disabled unless I change plans. I've filed a complaint in the past for the throttling and have not received a text message like the one above since 2012, although I suspect I was being throttled anyway. The personal hotspot issue I believe should now be enforceable since the recent FCC ruling. A phone feature that allows internet access to my other devices is arbitrarily locked unless I change to a plan that AT&T prefers I be on.

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**Ticket: # 382785 - Throttling of Google sites****Date:** 7/4/2015 9:45:44 AM**City/State/Zip:** Nashville, Tennessee 37205**Company Complaining About:** AT&T

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**Description**

It appears the AT&T Uverse is throttling (i.e., intentionally slowing the connection to) access to Google related sites (e.g., Google Maps, Google, Gmail, etc.). I have noticed this over the last year. Trying to access Google related sites always results in them loading very slowly. I never have similar problems with Yahoo, Bing, or other sites. I also never have these problems with Google related sites when I'm connected using a different provider on the same computer.

Most notably, I can load other similar sites (Bing, Yahoo) while my AT&T connection stalls in loading Google sites. In addition, running speedtest.net at the same time will yield results of 18-40 Mbps just as the Google sites are still stalling. Interestingly, accessing speedtest.net seems to somehow speed the connection to any site that is stalling (as if AT&T has somehow programmed their routers to provide more bandwidth to users who are checking their connection speeds).

The only reason I could imagine AT&T would single out Google is that AT&T and Google are both trying to establish a gigabit foothold in the Nashville market. Whatever the reason, all indicators point to my AT&T connection problems being selective toward Google.

Thanks.

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**Ticket: # 383085 - Time Warner Cable issues****Date:** 7/4/2015 5:18:28 PM**City/State/Zip:** Los Angeles, California 90005**Company Complaining About:** Time Warner

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**Description**

Our internet provider, Time Warner Cable, has continually provided slow, spotty connection since we started almost a year ago. There is a constant lag if two videos are being watched (even just on phones using the wifi) at the same time. And that's IF we manage to actually load two videos at once. It seems like a data throttling issue due to this fact, and it's becoming increasingly frustrating to have to turn off or stop one video/device just to use another. We pay for internet download speeds "up to" 20 mb/s but rarely do I see them rise above 13 mb/s whenever I check our speed. Time Warner Cable is choosing which data to allow through at a very small rate and has ultimately led me here to complain, since their customer service is far below sub par.

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**Ticket: # 385700 - Netflix and other websites being throttled**

**Date:** 7/6/2015 6:31:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm paying for one of the top tier xfinity speeds(50mbps), but I am getting nowhere near this unless running an official speed test.

Most frequently Netflix is throttled. Often to the point where it doesn't work at all or runs at a poor resolution. I can switch to my Sprint cell phone and stream Netflix just fine. This problem persists even if when not using wifi (plugged directly into the modem using ethernet cable). This leads me to believe that comcast is throttling my internet connection and selectively throttling and blocking certain websites.

I have called Comcast, and they assure me that there is nothing wrong with the connections and cables. They can't explain the slow internet.

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**Ticket: # 386314 - Comcast Throttling**

**Date:** 7/7/2015 5:51:32 AM

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

**Company Complaining About:** Comcast

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## **Description**

Hi,

I have recently run into the issue of Comcast throttling the streaming services of Twitch.tv. I pay for the service of 50 Mb/s and when I have the streaming service Twitch.tv open, my internet speed is throttled to 8 Mb/s. This is obviously in conflict with the new laws passed for net neutrality and you need to know of this.

Thank you for your time!



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**Ticket: # 389738 - ACS Alaska secretly quarantined my internet service for 9 years**

**Date:** 7/8/2015 1:27:55 PM

**City/State/Zip:** Fairbanks, Alaska 99712

**Company Complaining About:** Alaska Communications

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## **Description**

While seeking assistance with a device that was not connecting properly, I was recently informed by an ACS customer service rep that my service had been on "quarantine" because of some "suspicious activity" that had allegedly happened 9 years ago, one year after initiating service with them at my address. There was never any attempt to contact me about this "suspicious activity", the quarantine, or any implications it may have held for my devices or connections. The representative released the quarantine while I was on the phone, apologized, and tried to rush me off the line.

According to your site,

"No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

"No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices."

In my opinion, they are guilty of two out of three of your bright line rules regarding open internet and net neutrality. I have had web services made unavailable to me and had devices purchased by my family rendered incapacitated or inoperable for 9 years.

I am requesting assistance attaining account credit from them. Please help. Thank you very much for your time and attention.

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[Ticket: # 390010 - AT&T Data Throttling](#)

**Date:** 7/8/2015 2:45:31 PM

**City/State/Zip:** Jackson, Mississippi 39216

**Company Complaining About:** AT&T

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### **Description**

AT&T has continued to throttle my "unlimited" data even following the FCC's large fine for that practice. Is this going to continue in light of the FCC's decision or should I expect this practice by AT&T to cease?

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**Ticket: # 391539 - Suspect AT&T of throttling Netflix traffic.**

**Date:** 7/8/2015 11:22:29 PM

**City/State/Zip:** Butte, Montana 59701

**Company Complaining About:** AT&T

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## **Description**

I use AT&T's mobile broadband to deliver internet to my entire house. For as long as I have had my service with AT&T (approx. 1 year) I have been able to stream Netflix to all of my TVs. However, the day that the FCC ruled to reclassify Internet regulation under Title II Telecommunication, I was not unable to stream Netflix successfully. My Netflix service will stream for approx. 10-15 seconds and then I get the Netflix error "Sorry Netflix has encountered an error and is unable to play your title at this time.". I thought this might just be a fluke occurrence. However, after two weeks of trying unsuccessfully to stream Netflix, I suspected that something was up. Therefore I configured my home internet setup. With the Netflix issues I was having, all of my home traffic went through my router and out to the Internet through AT&T. With my reconfigured setup my home traffic now goes over my VPN cloud service (still using AT&T broadband as the underlying transport). Now with my VPN turned on, I am able to stream Netflix anytime with no issues.

So to recap, I can't stream Netflix through straight AT&T broadband, but I can stream Netflix through my VPN (still over AT&T broadband as the underlying transport carrier). All of my Netflix issues started happening the day the FCC reclassified Internet services under Title II.

I originally considered this a coincidence, but after testing with and without my VPN I am certain that AT&T, or one of their downstream providers, is doing deep packet inspection on my Internet traffic and throttling data to/from Netflix streaming data centers.

It would be greatly appreciated if the FCC could investigate this to determine if AT&T is breaking the law. Please contact me if you have any further questions or concerns.

Respectfully,

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**Ticket: # 391614 - Comcast - Net Neutrality/Throttled encrypted traffic**

**Date:** 7/9/2015 1:45:52 AM

**City/State/Zip:** Milford, Michigan 48381

**Company Complaining About:** Comcast

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## **Description**

I have posted in the Comcast Support forum asking this question.

(<http://forums.xfinity.com/t5/Basic-Internet-Connectivity-And/Throttled-encrypted-traffic/td-p/2555410>)

I suspect that it will be removed as most of the "throttling" posts have been. So I have included the body of my post as well as the screenshots. If you have to contact someone I have provided a phone number you may also speak to my son David about this issue as I travel for work.

Thank You.

"I work from home and my work VPN, SSH and SFTP are tools that I use everyday. I have had nothing but trouble using Comcast for my internet provider. I see dropped packets constantly and today is the worst day for it. I have had TLS errors all day and not able to work from home at all today. Switching to a mobile LTE provider proved fruitful as there were no issues connecting through them. I will add that all other means of connection I.E. not encrypted have been flawless today and most other days. To remedy this I have switched hardware, both cable modem and router (wired and wireless). That did not work. Tech support was a joke telling me to have my work tech support contact to get in touch with them to see what needed to be changed on their end. I am a little peeved so this is very strongly worded. Posted are some screenshots from today simple SSH tests from Glasnost.

I have done this test a million times over the last year and it seems more often than not that these are the results returned. I had no other clients connected at the times this test was run, and no downloads.

I would like someone to please explain why I have so much trouble with encrypted traffic while using Comcast."

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**Ticket: # 392723 - No tethering AND throttling on my AT&T Unlimited data**

**Date:** 7/9/2015 2:06:07 PM

**City/State/Zip:** Midland, Virginia 22728-1714

**Company Complaining About:** AT&T

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## **Description**

I have had AT&T's Unlimited Data for iPhone plan (\$30/mo/line) for 4 lines since 2008. I am still unable to enable tether, or Personal Hotspot in iOS parlance, despite net neutrality guidelines. I have also been threatened with throttled speed as recently as today, July 9, 2015, if I exceed 5GB/mo towards my "unlimited" plan cap.

I find these restrictions onerous and contrary to the letter and spirit of network neutrality and the consumer is unable to determine the subjective "network congestion" requirements to determine if AT&T is indeed applying this measure evenly or punitively.

I implore the FCC and FTC to investigate this matter with their full authority on behalf of all AT&T Unlimited Data for iPhone plan holders and ensure that AT&T upholds network neutrality and transparency.

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**Ticket: # 392884 - Throttling/data caps**

**Date:** 7/9/2015 2:48:46 PM

**City/State/Zip:** Rochester, Minnesota 55906

**Company Complaining About:** Centurylink

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## **Description**

I just read the data cap rules by centurylink AGAIN. I do not remember the last time, I have read it, that they give their own prism tv service "NO DATA CAP".

Problem is, If want to stream netflix with no throttling, I easily exceed my data cap of 250gig where netflix is sending content at 5mbps in about 2 -7 days. Example: So if netflix sent data about 7mbps speed same as the connection I pay for, I would exceed the 250gb in just ~.41 days. but prism tv, I would get 30 days without exceeding the cap. netflix is cheaper \$7.99 vs \$79.99. This fact is 1 of 3 reasons I do not have netflix. throttling is another. (I can tell I got throttled using netflix in the past, because the video quality was as bad or worse the VCD. Which is intolerable on a HDTV.

Here is Centurylinks excessive use policy. which is where it violates the net neutrality rules. Not to throttle or degrade certain services over others.

CenturyLink Excessive Use Policy

The CenturyLink Excessive Use Policy (EUP) sets download guidelines based on the High-Speed Internet service plan that a customer purchases.

CenturyLink is committed to providing an optimum Internet experience for every customer we serve. To accomplish this, CenturyLink needs to ensure that customers are on the rate plan that meets their data download requirements. Of the millions of CenturyLink High-Speed Internet customers, a very small fraction has exceeded the download usage limits provided with their monthly plan.

It is for this reason that CenturyLink has made the decision to place download limits on residential plans. This policy only impacts residential customer plan download usage; upload usage is not impacted. It does not impact business class High-Speed Internet plans. Residential 1 Gbps plans are not subject to download limits. High-Speed Internet and video traffic associated with Prism™ TV service is not subject to the CenturyLink EUP.

CenturyLink will not charge a fee for excessive download usage. CenturyLink will weigh variables such as network health, congestion, availability of customer usage data, and the line speed purchased by the customer as factors when enforcing this policy. Customers who are subject to EUP enforcement, will receive a web notification and/or written communication from CenturyLink providing notice that they have exceeded their usage limit.

Customers will be given options to reduce their usage, subscribe to a higher speed residential plan, or migrate to an alternative business class High-Speed Internet service. Our EUP is application neutral; it only considers the total usage (bytes transferred) over a defined period of time independent of protocols, applications, or the content that is generating the excessive usage.

CenturyLink's download guidelines are designed to support today's usage patterns. Our plans include the following download usage limits:

1.5Mbps plans – 150 Gigabytes

Plans greater than 1.5Mbps – 250 Gigabytes

[View questions and answers \(PDF\) about the Excessive Use Policy \(EUP\).](#)

the very last part is a lie about supporting today's usage pattern. If it did it would take Netflix into account and its expanding popularity. And knowing that Netflix streams at 5mbps. This far surpasses what CenturyLink offers.

A 7mbps throughput connection is something like 18,900 gigs a month or was it 100,000ish (dyslexic use the 18,900 as conservative) been a while since I calculated throughput.

One of the things that is at the heart of this net neutrality fight is that modern usage is showing the lie of the sales pitch of broadband. "Oh you get 7mbps connection for month." While failing to add that there is a 250gig data cap in the same sales pitch. Which in reality is you get "7mbps for ~.41 days in a month period.

Services like Netflix just show the customers: the lie within the "broadband sales pitch" and the ISP hate that fact.

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**Ticket: # 393009 - AT&T Unlimited Data Throttling**

**Date:** 7/9/2015 3:23:19 PM

**City/State/Zip:** Iowa Park, Texas 76367

**Company Complaining About:** AT&T

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### **Description**

I recently received a "courtesy" message from AT&T that I was near my throttle limit for unlimited data. I am grandfathered in and have unlimited data, as I've been a loyal customer for 10 years. Customer service insisted it was just a throttle limit... a limit... for my unlimited data.



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**Ticket: # 394296 - AT&T DSL speed throttling**

**Date:** 7/9/2015 10:04:55 PM

**City/State/Zip:** Senoia, Georgia 30276

**Company Complaining About:** AT&T

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## **Description**

I subscribe to AT&T DSL 6Mbit/sec speed. I pay almost \$60/month for this service. AT&T is throttling my speed every night to speeds that are far below what I pay for.

The link below is an example of my typical speed every night:

<http://www.speedtest.net/my-result/4493851065>

I think this is a very unfair practice. It makes all the other internet services to which I subscribe completely useless.

Unfortunately, AT&T is a monopoly in my neighborhood and they have no incentive to upgrade.

Can you please do something about this as my efforts with AT&T are leading nowhere.

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**Ticket:** # 394230 - throttling

**Date:** 7/9/2015 9:21:32 PM

**City/State/Zip:** Sylva, North Carolina 28779

**Company Complaining About:** AT&T

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### **Description**

I have an unlimited data plan with att. But they continue to throttle me after 5 gigs of usage. They send me a message telling me this. But my plan is unlimited

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[Ticket: # 394284 - TWC throttling internet connection](#)

**Date:** 7/9/2015 10:01:01 PM

**City/State/Zip:** Los Angeles, California 90029

**Company Complaining About:** Time Warner

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### **Description**

I'm not sure how one goes about PROVING this, but based on experience and research, I am relatively certain my ISP, Time Warner Cable, regularly throttles my internet connection.

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[Ticket: # 397036 - Internet speed do not meet basic requirements of new FCC guidelines.](#)

**Date:** 7/11/2015 10:23:08 AM

**City/State/Zip:** Watertown, Massachusetts 02472

**Company Complaining About:** Comcast

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## **Description**

Internet speed do not meet basic requirements of new FCC guidelines. Rating are constantly well below the required speeds of the new guidelines, as well as data services such as netflix being throttled or completely disconnected

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**Ticket: # 395518 - Verizon FiOS in Pittsburgh**

**Date:** 7/10/2015 2:04:02 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15227

**Company Complaining About:** Verizon Wireless

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## **Description**

The internet is generally average speed, multiple video streaming websites are observed to be "throttled", and Verizon is knowingly delivering sub-par quality routers to customers, then attempting to up-sell them on satisfactory quality routers, called Verizon FiOS "Quantum"

The initially delivered router is being used as a scapegoat for various speed, quality, throttling, et et complaints.

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**Ticket: # 396449 - US Cellular throttling data plan without notice**

**Date:** 7/10/2015 6:16:07 PM

**City/State/Zip:** Poynette, Wisconsin 53955

**Company Complaining About:** Us Cellular

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## **Description**

Hello,

I purchased an unlimited 4g data plan from US Cellular in 2013. Today I learned, on a tech support call, that the reason my phone was stuck in 3g was that US Cellular had enforced a new policy that grandfathered unlimited 4g LTE plans will be throttled to 3g at 7 GB monthly usage. This reminded me of the AT&T ruling recently and as such I wish to bring it to your attention.

I have poured through every written and electronic communication from US Cellular that I have received in the last year and have found no mention of this practice.

Thank you for your time

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**Ticket: # 398063 - Comcast Internet Service**

**Date:** 7/12/2015 12:10:37 PM

**City/State/Zip:** Huntington, West Virginia 25701

**Company Complaining About:** Comcast

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**Description**

It is my opinion that Comcast deliberately throttles the speeds of its consumers. I pay for upgraded speeds and I got 2.2 Mbps. I then power cycled my modem/router (which I feel is an unnecessary process and I feel it is evidence that speeds are slowly throttled down until the consumer is forced to disconnect and then the process starts again) and got 2.46. I then retested and got 7.09.

I am unable to stream television shows on my Roku device, Netflix on my computer is intermittent, and I am unable to upload photos for my website without being dropped/timed out.

Comcast has an essential monopoly in my area and they must make restitution for their unscrupulous behavior and business practices.

Furthermore, I tried to connect with them via chat for support and my connection to their technical support kept dropping. Then they wanted me to perform a speed test via THEIR self-hosted speed test link.

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**Ticket: # 398155 - AT&T is throttling our internet speed for streaming services.**

**Date:** 7/12/2015 3:02:07 PM

**City/State/Zip:** Camby, Indiana 46113

**Company Complaining About:** AT&T

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## **Description**

All of the popular streaming services such as YouTube, Netflix, Spotify, Crunchyroll are being throttled by our service provider. I've gotten in contact with AT&T. The customer support representatives were willing but unable to help me. Either they weren't allowed to admit I am being throttled, or the people aware of it are higher up in the company. Regardless, I want this fixed.



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**Ticket: # 398470 - AT&T/UVerse throttling Facebook**

**Date:** 7/12/2015 10:48:32 PM

**City/State/Zip:** Austin, Texas 78701

**Company Complaining About:** AT&T

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## **Description**

AT&T is throttling Facebook's CDN during "peak times". The main site loads but none of the images or videos work. They refuse to acknowledge it, but I've done a traceroute to Facebook's CDN nodes across various parts to the US, and there is a common hop to all of them that drops packets like a sieve. 60-70% is dropped while this throttling is active. Over a VPN no such throttling occurs. Only Facebook seems to be affected.

I'm paying over \$100 a month for a \*\*\*gigabit\*\*\* connection, and my images and videos don't load of Facebook. My puny 3g phone connections loads things faster than my ATT connection.

Please force them to do the right thing. A quick Twitter search will reveal many other people having the same problem as I am.

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**Ticket: # 400486 - AT&T U-verse Internet speed bias against heavy data use websites**

**Date:** 7/13/2015 7:08:45 PM

**City/State/Zip:** Republic, Missouri 65738

**Company Complaining About:** AT&T

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## **Description**

Since our family's adoption of AT&T U-verse as our internet service provider in January of this year, we have noticed the advertised download speed is routinely met when testing it via speed-testing websites; however, this advertised download speed has never been met when visiting high traffic/heavy data websites such as video streaming websites Netflix and Amazon Prime. Typically, our home receives approximately 25% of the advertised bit rate, and on exceptionally rare occasions, up to 50% of the advertised bit rate is achieved. This "throttling" is in strict violation of the new Net Neutrality Rules published in April 2015 by the FCC.

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**Ticket: # 400744 - ISP Throttling**

**Date:** 7/13/2015 9:58:23 PM

**City/State/Zip:** Whitestone, New York 11357

**Company Complaining About:** Verizon

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### **Description**

My ISP (Verizon FiOS) is throttling my web traffic every night from 8pm to 12am EST and giving me a very high packet loss. This is because companies like Netflix and others won't pay Verizon extra money to prioritize their traffic so they just throw it out.

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**Ticket: # 400769 - Wowway ISP Throttling Internet Connection**

**Date:** 7/13/2015 10:16:16 PM

**City/State/Zip:** Middleburg Hts, Ohio 44130

**Company Complaining About:** Wowway

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**Description**

I was on the phone with a supervisor for Wowway ISP on Saturday July 11th 2015 when she admitted to me that wowway was in fact throttling the internet speeds of customers in the Cleveland, OH area. I ended up on the phone with wowway again on the 13th when I told a seperate person that this happened and they said they would be reported said supervisor fro mthe 11th and I also notified them that I would be registering an FCC complaint because throttling is illegal.

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**Ticket: # 400884 - Comcast Data Cap and Connection Speed in Savannah, Georgia****Date:** 7/14/2015 12:28:18 AM**City/State/Zip:** Savannah, Georgia 31410**Company Complaining About:** Comcast

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**Description**

Comcast, a few years ago implemented a "flexible payment plan" method in several Southeastern cities like Savannah, GA. This flexible payment plan has only lead to costlier bills and worse service. The connection speed at anywhere I have lived in Savannah where I have to use Comcast for cable internet has been routinely half the speed that was advertised. The connection stability on Whitemarsh and Wilmington Island is embarrassingly awful. To top it off, this cap they implemented in only 300GB which is nothing in the cord cutter era where many people frequently watch stream services such as Netflix, Hulu and Twitch.tv

For well over a year where I currently live in Savannah, despite numerous visits from Comcast's inept service technicians the connection speed has been half as fast as advertised and has frequent disconnects. We have replaced the router and modem multiple times to no avail. I have not a shred of doubt that the internet connection speed is being frequently throttled by Comcast in Savannah, GA for those that watch any streaming service like Netflix. Your connection speed will often be fine all day, but heaven forbid you try and watch Netflix or Twitch.tv on your PC, then your connection speed will boggle down and you cannot watch those websites on even the lowest of qualities available. It is shameful service and the monopoly Comcast has over Savannah, GA is unacceptable. The city should throw this corrupt company out. Some flexible payment system, "giving" us a 300GB cap when we previously didn't have a cap, and then charging exorbitant fees for going over your minuscule cap and throttling the connection speed as a form of punishment for using services that aren't tied to Comcast Internet / Television or there NBC Hulu service.

It's laughable how bad Comcast is in Savannah. The data cap usage will hopefully be looked at closely by the FCC soon.

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**Ticket: # 401023 - Signed up in May because the "generous" data plan only to get fuming the next...**

**Date:** 7/14/2015 8:51:13 AM

**City/State/Zip:** Muncie, Indiana 47302

**Company Complaining About:** Boost Mobile

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## **Description**

I switched from T-Mobile prepaid to Boost Mobile (and originally Net10, a TracFone brand) because I felt that for the price I was paying with T-Mobile and Net10, \$55/month, I would, by perception, get better service.

It's all smoke and mirrors. Even though I'm getting 4g (I was only getting mostly 2g with T-Mobile, and abysmally slow dialup speeds with Net10 because of bugs introduced in their Android phones that will throttle cellular data even if you've been using WiFi), but I still get throttled.

And when I ported over from T-Mobile in May, I got a free phone for porting, and signed up for the \$55 unlimited plan w/10GiB of data. I get throttled about, on average, halfway into the month. Then the month after, they upped the deal, 20GiB for same price and same porting offer.

This is unfair, and a possible discriminate practice against people like me, someone with a social deficiency disorder, and prefers to talk over the Internet than over the phone or face to face, it is either pay a higher amount, either in a higher tier; or a prohibitively impossible deposit for postpaid service... And for someone on Social Security, it hurts when my speed, advertised as "blazingly fast 4G LTE" turns into 1990s-era dialup speeds. Communication is unbearable and irritating when I hit my data cap.

I know how the Internet works. This capping of data is not for protection of network resources, I told some TracFone employee that, it's a segregationist policy for the haves and have nots.

Data caps should be made illegal under the Americans With Disabilities Act.

Thank you for your time.

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[Ticket: # 406076 - Comcast internet throttling and quality issues](#)

**Date:** 7/15/2015 11:36:12 PM

**City/State/Zip:** Miami, Florida 33131

**Company Complaining About:** Comcast

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## **Description**

Comcast throttles cable service to extremely slow speeds within days of the bill being due. the service in general is overstated and unreliable.

Comcast routinely provides horrendous customer support that does not fix problems. Hands down the worst customer service of any company I've done business with. Truly

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[Ticket: # 418164 - Throttling of Internet usage](#)

**Date:** 7/22/2015 2:25:30 AM

**City/State/Zip:** Montebello, California 90640

**Company Complaining About:** AT&T

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### **Description**

Att has threatened and completed in throttling my internet usage on my cellular plan. I have an unlimited plan but they have throttled my internet beyond usable circumstances. Thank you for your time.



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**Ticket: # 407692 - CRICKET Throttling and Falsely advertise unlimited**

**Date:** 7/16/2015 4:25:02 PM

**City/State/Zip:** Lewisburg, Tennessee 37091

**Company Complaining About:** Cricket

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## **Description**

The Case ID: 350102

Finally got a response from Cricket and it does not fix my Damn issue.

1) Data is Data and UNLIMITED MEANS UNLIMITED. The Definition of Unlimited is boundless; Without limit. They put a limit on the Plan and therefore it isn't unlimited. Its limited and therefore Falsely Advertised. This BS needs to stop as it's misleading Many Consumers. A speed decrease is a limit. It makes the Plan Unuseable at a Paltry 128kbps. Hell that's just laughable and not even viable in modern times at all.

2) My issue is before I even hit the 20GBs (Which shouldn't be there as the plan is supposed to be unlimited). Hell they throttle it for no apparent reason. In all the speed test before I try to watch a Video I have 8Mbps up/down. I try to watch a Video and boom I'm at 128kbps for no damn Reason. I have to call and deal with the horrible customer support to Get this issue fixed or go to the damn store to get it fixed. I end up having to do this everyday. I didn't even reach there limit again (Which shouldn't be there for an Unlimited plan to begin with)

3) I have no Access to broadband at all and I'm not driving into town to use a damn slow Public Wifi Hot spot that can't even stream video or Download anything over. The Wifi Hotspots are useless as they are too slow and not in range of where I use my service.

4) The Throttling in general is blocking my ACCESS TO LEGAL CONTENT. Its completely unuseable when throttled.

5) The Fact that Cricket sells the High Speed Data for a plan that's supposed to have no limits as it says Unlimited should be a Red flag for how corrupt a Practice it is. They practically gouge for something that isn't a limited resource. If we were in such a bad shape bandwidth, Spectrum, and Congestion wise they would be turning away Customers instead of making the issue worse. The fact they aren't is just showing how big of a lie they are spouting.

6) If they fail to fix my issue I want a Refund for the past 6 Months when my Issue started. A full Refund of everything spent and damages for having to deal with all these damn issues. This way I can leave for a Different company that actually meets my Needs instead of this BS and lies they continue to spout. This is to be refunded to a prepaid card or by Check so I can use it to leave a Carrier and provider that fails to meet my needs and causes me issues so I can't even use my service.

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**Ticket: # 408673 - Data usage and throttling**

**Date:** 7/17/2015 8:09:37 AM

**City/State/Zip:** Rockholds, Kentucky 40759

**Company Complaining About:** Zito Media

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### **Description**

Been throttling internet due to unreasonable data usage...says i have used my allotted data in 10 days..i raised it..then says i went over in 6 days...so in 16 i used 410gm of my data but when i had them compare it to past data i normally used 120/200 before upgrading and they will not fix it and blames me for it when my internet habits have not changed for a year

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**Ticket: # 409224 - T-Mobile throttling data**

**Date:** 7/17/2015 12:06:28 PM

**City/State/Zip:** Lafayette, Louisiana 70507

**Company Complaining About:** T Mobile

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## **Description**

Consumer states that he has T-Mobile and that T-Mobile told consumer that he has used 30 gigabits and consumer states that he has unlimited data. Consumer states that they throttle his internet data and he find out because while he was using his GPS he could not get access and that is when he called T-Mobile. Consumer states that that is why he got an unlimited data to be able to use his data. Consumer states that a T-Mobile sent him an email stating that they are throttling his data.

CTR376

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[Ticket: # 410337 - AT&T throttling consumer's data](#)

**Date:** 7/17/2015 5:09:20 PM

**City/State/Zip:** Lewisport, Kentucky 42351

**Company Complaining About:** AT&T

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## **Description**

Consumer states that he has unlimited data with AT&T. Consumer states that he is getting a text stating that consumer has used 75% of 5GB even that he has unlimited data and consumer states that AT&T is throttling his data. Consumer states that AT&T started sending this messages to consumer 2 months ago. Consumer states that he doesn't know why he is getting this text messages. Consumer states that he is paying for his unlimited data and he should be getting his unlimited data.

CTR376

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**Ticket: # 411747 - internet throttled back for the weekend of july 17 - 19**

**Date:** 7/18/2015 5:43:11 PM

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

**Company Complaining About:** Verizon

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## **Description**

Verizon accused me of illegal downloading on several occasions. called numerous times to say it was not me but was forced to accept their terms to get my internet back. Three weeks ago, another illegal download was done and Verizon claimed it came from my ISP. I wasn't even home when it happened but because of it, they suspended my service again. i called them. was kept on hold for over 30 minutes and was finally told that I and al had to agree to a throttle back punitive lesson for the weekend of July 17 - 19. I am still paying for 75 MBS up/dwn while this throttle back is in place. They would NOT listen to me a suggested i call THEIR mediation company. I feel i have done nothing wrong but because Verizon now taps my ISP, i feel they are violating my personal rights. If my ISP has been given out or used to download something, then that something MUST have been set up to ensure ENTRAPMENT, I ask the FCC investigate and at least enforce Verizon to discount my service rates during this throttle back. Verizon was in now ay hurt by any of this. I also use the internet for a small business and this weekend, Verizon has ruined me

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**Ticket: # 411807 - MVNOs being used to dodge open access LTE verizon.**

**Date:** 7/18/2015 6:52:33 PM

**City/State/Zip:** Cortez, Colorado 81321

**Company Complaining About:** Straight Talk

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## **Description**

Verizon itself has to allow tethering, but tracfone wireless under their straight talk brand is preventing tethering on their unlimited+throttle phone plans when the phone supports the capability, requiring you to purchase a separate data only plan which is subject to running out of minutes and using a separate device. I wish to be able to use my phone as a backup device when my home internet has trouble to download my e-mail onto my PC.

It would seem that sending LTE to MVNOs allows the spirit of the open data agreement to be bypassed, by letting the MNVO enforce restrictions instead of them.

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**Ticket: # 412240 - Internet Throttling to VOD services**

**Date:** 7/19/2015 1:00:49 PM

**City/State/Zip:** Houston, Texas 77025

**Company Complaining About:** AT&T

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**Description**

ATT is our current internet provider and they are specifically targeting our internet speeds when using Video On Demand (VOD) services such as Amazon Prime and Netflix. This occurs no matter the time of day whether during on or off peak usage times. Various speedtest sites confirm that while attempting to watch these legal video services our internet is slowed to 200Kbs or less. I achieve faster (and unthrottled) access through my cellular phone.

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**Ticket: # 412508 - Frontier Communications continues to throttle traffic.**

**Date:** 7/19/2015 6:14:38 PM

**City/State/Zip:** Huntington, West Virginia 25701

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier Communications continues to throttle internet speeds. While I was capable of watching streaming video on Youtube at 720p any file download speeds are unable of reaching about 400KBp/s. I filed a complaint on this over 30 days ago and nothing was resolved. In fact not only has the issue not been resolved, now I am experiencing even worse internet performance. I feel that Frontier is attempting to punish me for contacting the FCC in an effort to resolve my issues. Not only that but while I was contacted by phone after my last complaint Frontier failed to contact me via physical mail as poer FCC regulation regarding complaints. Frontier has shown utter disdain for the FCC's net neutrality rules and believes themselves to be above the law in this regard.



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**Ticket: # 415107 - AT&T Wireless throttling data speeds**

**Date:** 7/20/2015 8:58:52 PM

**City/State/Zip:** Enid, Oklahoma 73703

**Company Complaining About:** AT&T

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## **Description**

Ever since the Title II ruling in February, I have been receiving messages from AT&T Wireless that state my data will be throttled if I exceed their arbitrary data limits. Following this message, my data speeds are significantly throttled, usually two to three days later. I have explained that they are in violation of the FCC's Title II rules for net neutrality and the responsibilities of internet service providers and the actions they are taking are in violation of those rules. They continue to throttle my data speeds in violation of FCC rules.

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[Ticket: # 415258 - AT&T is Throttling my data](#)

**Date:** 7/20/2015 10:30:07 PM

**City/State/Zip:** Edmond, Oklahoma 73034

**Company Complaining About:** AT&T

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### **Description**

AT&T is throttling my grandfathered unlimited data plan. I have used 6gb for the month and my download and upload speeds are 1.39 Mbps and 0.30 Mbps, respectively. This speed test was done at 9:10pm in a residential area that doesnt experience "network congestion". My service is much slower than he unlimited data I'm paying for.

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**Ticket: # 415274 - Net neutrality and Cogentco**

**Date:** 7/20/2015 10:37:32 PM

**City/State/Zip:** Lemoyne, Pennsylvania 17043

**Company Complaining About:** Comcast

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## **Description**

I am writing with regard to the internet service provider Cogent Communications, also called Cogentco. They are one of the largest internet companies on the globe and provide the lines used by many other ISP's, including Comcast and Verizon. But despite the recent changes in law & FCC oversight for 'net neutrality', Cogentco remains one of the worst habitual offenders for throttling bandwidth. And since companies such as Comcast run their signals through lines owned by Cogentco, this impacts the speed of internet signals for Comcast customers, who have little to no recourse to do anything about it. It is particularly bad for those of us that enjoy online gaming--since that tends to use a lot of bandwidth, we are consistently dealing with server lag and disconnects brought on by the spots where signals run through Cogentco locations (Boston is a big one on the East coast). This was bad before net neutrality, and it has NOT improved since. I have done multiple traceroute tests to look at where the pings are the worst, and almost without exception it is Cogentco, every time. I have written to Cogent several times and never received a reply. They just do not care and can't be bothered with customer complaints. I don't know if the FCC has any direct control or influence over such companies, but I can assure you they are in dire need of regulation. I have attached one of the tracert tests I have run, one of many in which it can clearly be seen that Cogentco is the place where the pings suddenly spike--the numbers shown are actually one of the better ones, it gets far worse.

This is a widespread problem, and indicative of the careless attitude displayed by companies of that size and volume. Thousands if not hundreds of thousands of Americans are unduly affected by this every day, and it needs to be addressed. Net neutrality was a step in the right direction, but it needs to be followed up on and enforced.

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**Ticket: # 416962 - Comcast Data Cap**

**Date:** 7/21/2015 4:05:46 PM

**City/State/Zip:** Powell, Tennessee 37849

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity internet limits the amount of monthly data usage in their plan to 300GB. This is a form of throttling and prevents customers from relying on streaming services that compete with Comcast's cable services. Comcast is taking advantage of it's customers that have limited options for internet services and charging them extra for actually using their services.

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**Ticket: # 417618 - Net Neutrality Infringement**

**Date:** 7/21/2015 7:07:05 PM

**City/State/Zip:** Woodbridge, Virginia 22191

**Company Complaining About:** Comcast

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### **Description**

Comcast is repeatedly throttling my internet connection. Sometimes the download speed is as low as 58 kbps, which is lower than dialup.

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**Ticket: # 418736 - Unlimited Internet Throttling**

**Date:** 7/22/2015 11:31:00 AM

**City/State/Zip:** Yabucoa, Puerto Rico 00767

**Company Complaining About:** Puerto Rico Telephone DBA Claro Inc

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**Description**

Dear FCC,

Puerto Rico Telephone DBA Claro Inc seems to believe that they do not fall under Title II as they continues to throttle my premium unlimited phone/text/Internet/data plan--even after net neutrality came into effect on June 12 which prohibits the throttling of accounts offered as unlimited Internet/data plans or "Todo ilimitado."

I used my mobile internet to complete my bachelors degree. I am now studying towards my masters degree online and have received penalties from my professors for submitting work late due to issues with connectivity due to throttling.

Throttling has forced me to undertake additional expenses as I have had some limited success by purchasing a third-party Virtual Private Network (VPN) client account to keep Claro from counting and inspecting my mobile Internet data. If they cannot count my data, they cannot throttle my account. This alone proves that my carrier does not have the right to wrongfully interfere with my communication to force me into buying a more expensive artificial account with higher throttling caps.

Still, I am immediately throttled when the VPN application crashes or fails to load--forcing me to wait until the end of the billing cycle of an entire month to enjoy broadband speeds I am paying for.

I cannot afford further throttling if I am to continue on towards my doctorate by the end of the year.

The FCC awarded Claro \$32,000,000 dollars for the advancement of broadband in Puerto Rico. My mobile carrier flagrantly continues offering "Todo Ilimitado" or "unlimited everything" phone/text/Internet/data, but continues to throttle these accounts. Unlimited means unlimited. The FCC should fine Claro or demand they return the money to the subscribers for false advertising of unlimited Internet/data plans.

Thank you,

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**Ticket: # 420370 - Comcast Data Caps****Date:** 7/22/2015 6:13:15 PM**City/State/Zip:** Atlanta, Georgia 30306**Company Complaining About:** Comcast

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**Description**

I reside in Atlanta which is currently a test market for Comcast's data caps. My current internet plan caps the amount of data I can use at 300 gigabytes and then charges me \$10 for 50 gigabytes afterwards. Many online television services and streaming services are reliant on using greater amounts of data. Comcast's data caps serve as a hindrance to the enjoyment of such services and almost require customers to purchase cable television to view programming as opposed to using online options.

Comcast could possibly be using mandatory data caps to limit customers' access to competing video services. That may be in violation of net neutrality guidelines about blocking legal access to websites and online services. While not a block "per se" it is a form of inhibition that is akin to throttling and I hope that there is recourse for such a business practice.

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**Ticket: # 420686 - ATT Wireless Tethering on Unlimited Data Plans****Date:** 7/22/2015 8:34:51 PM**City/State/Zip:** Seattle, Washington 98101**Company Complaining About:** AT&T

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**Description**

I have an unlimited account on ATT and on top of throttling me when I get to 5GB a month they also don't let me tether to a laptop or tablet. They require me to switch to a more expensive capped account. They are not adding any extra value as all the functionality of tethering is done by the phone hardware. If they are going to enforce this 5gb throttle rule than why does it matter on what device I use it? This is clearly just an attempt to gouge customers by adding more and more fees. Caps are unfair to the customer and unnecessary. They are simply artificially limiting supply to charge customers more.



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**Ticket: # 420983 - Dishonest Internet Speeds**

**Date:** 7/23/2015 2:39:28 AM

**City/State/Zip:** Lubbock, Texas 79415

**Company Complaining About:** Sudden Link

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## **Description**

I have found that Sudden Link has been providing misleading speeds. The way they have done this is implementing a server that provides the subscribed speeds when connected to said server. But, when connecting to any other server the speeds are much lower than the speed promised by the ISP.

What occurs when this is done is a "throttle". If the Sudden Link server does not have the data or has not implemented a pipeline for the data requested the speed provided for said data delayed. This means that all data is not treated equally.

A customer that uses Youtube, Hulu, and Netflix will get the promised speeds because these are popular sites. On the other hand a customer that is using sites that are not well know will get speeds much lower than they expected.

In my own personal experience I have seen one video from Youtube load in seconds while another video would take 30 min to load on a less popular site.

The dishonesty of the speeds can be seen in Youtube video linked bellow

<https://www.youtube.com/watch?v=kb1dLGJf-kc>

In my own experience I got the same result described in the video.

After calling Sudden Link and asking them about the speeds they sent out a technician that told me there was no problem with the system.

The throttling is intermittent some days full internet access is given other time not. A customer should not have to complain and suffer from intermittent throttling. A customer should be getting the correct speeds day and night 24/7 without having to call the ISP.

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[Ticket: # 421002 - Twc throttling at night, columbia sc area](#)

**Date:** 7/23/2015 6:36:37 AM

**City/State/Zip:** Columbia, South Carolina 29223

**Company Complaining About:** Time Warner

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### **Description**

Around 10-10:30 every night connection begins to slow, everything is indicative of throttling to online gaming world of warcraft and more

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**Ticket: # 421173 - AT&T Unlimited Plan Throttling****Date:** 7/23/2015 9:48:51 AM**City/State/Zip:** Brooklyn, New York 11201**Company Complaining About:** AT&T

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**Description**

At 11:59am on July 20 I received this text message from ATT, "ATT Free Msg: Your data usage this month has reached 2.25GB. If you exceed 3GB before your next cycle on 08/09/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit [att.com/datainfo](http://att.com/datainfo) for more info."

Later that day my phone notified me of applications that needed to update them, so I proceeded to update them over the air, as I usually do. I received an error, number 194, as the Google Play Store attempted to download the app update. Over the following two hours I researched this error, followed Google's instructions for correcting it (deleting Play Store and Play services data and cache, removing my account from device) and finally called Google and was eventually transferred to advanced tech. Before resetting my device, the person suggested I try updating phone on Wifi. Thankfully I did, and it worked, so I was spared the considerable trouble of resetting my phone. In the following two days I've attempted to update app's over AT&T's network and consistently receive the 194 error, but updates work fine over wifi. I've tried to update apps in the morning, afternoon, evening and late at night, but the error was the same. I was wondering if 'network congestion' was the problem, but I don't think the network was congested at 10:45pm. Is AT&T blocking this specific service after I've crossed the magical 3GB per month threshold arbitrarily set by AT&T limiting my unlimited data plan? I don't have the tools to discover this, but perhaps the FCC does, and if so, I'd very much appreciate it if you would investigate this possibility. Is this a violation of AT&T's obligations under the new Net Neutrality rules?

Furthermore, I'd like to again object to the throttling of my "unlimited" data plan. Until the \$100 million settlement between the government and AT&T I was too scared to go over 3GB per month, but since the settlement I've dared to actually use my 'unlimited' plan, so I'd appreciate your support. I believe I've had an 'unlimited' data plan since my first 'blueberry' in 2002-2003 on Cingular. It's a premium service for which I've paid thousands of dollars over the years, and I'd like AT&T to honor it, that unlimited is unlimited.

Additionally, if AT&T's throttling practice is acceptable to the government (even if it seems unfair to me) it would be helpful, as a consumer, to know when AT&T's network is congested in my location. If the government could please create a means for the consumer to know when their service is being throttled it would be helpful, and perhaps more fair to the consumer.

Thank you for taking my complaint, considering it, and hopefully acting on my behalf as a consumer and citizen.

Yours sincerely,

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**Ticket: # 423024 - Public Net Access City of Tyler Public Library**

**Date:** 7/23/2015 6:31:13 PM

**City/State/Zip:** Tyler, Texas 75702

**Company Complaining About:** Sudden Link

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### **Description**

Throttling, lagging, hate crimes(federal)related-stalking privacy distribution and continued aggravated delaying for internet access. Combined years of the same related Hatecrimes groups attacking my access to internet and use of obtaining legal forms and documents in public and isolated to public internet by city works, and at home per employees as in notations logged.

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[Ticket: # 423294 - Comcast Throttling AppleTV Traffic](#)

**Date:** 7/23/2015 8:48:18 PM

**City/State/Zip:** Portland, Oregon 97221

**Company Complaining About:** Comcast

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## **Description**

I have strong evidence suggesting that Comcast is throttling traffic to my AppleTV.

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**Ticket: # 423595 - Tethering plans and home servers****Date:** 7/24/2015 7:46:11 AM**City/State/Zip:** Phoenixville, Pennsylvania 19460**Company Complaining About:** Verizon Wireless

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**Description**

Two items have been a sore spot across all ISPs available in my area for the past decade:

1) Charging extra for tethering (still happening on grandfathered unlimited plans), and pressuring OS developers to ban tethering apps from their App Stores. I pay for access to data bits from the internet via my phone. Most of those bits are not owned by my ISP, they belong to a third party. Yet my ISP feels it has the right to charge me an extra \$20-\$30 a month to allow me to use bits they don't own on a device other than my phone. This would be akin to forcing people to pay more if they wanted to print a webpage after they viewed it on their computer. The ISP is in charge of delivering me bits which they do not own; they have no legal standing to then tell me what I can and cannot do with those bits once they are in my possession. I can look at them on my phone, send them via a wire or over the air to my computer, or even print them all out and burn them if I so choose. The only reason that tethering for unlimited plans still exists is that the C Band auction fine against Verizon for blocking tethering apps on Android couldn't be applied to older plans. With these new N.N. rules, I feel that ISPs which require payment for tethering are blocking my access to my data from my computer to my phone.

2) Home servers. For years, I have had my own home servers, for acting as a personal web host, as a VPN server, an IRC logger, and a number of other tasks. Never has this usage been significant to any degree; I don't bittorrent, and I haven't used folding@home for years. But many ISP home user contracts ban hosting a server at home, even if the upload usage does not go beyond any existing plan datacaps. This would appear to violate these new rules, as this is the threat of throttling, blocking or plan cancellation due to destination or content of the traffic involved - it just happens to be upload traffic and not download traffic. As an aside, part of the peering agreement fights which have been occurring are due to these very rules - there isn't as much traffic from AT&T's network moving to Cogent or Level3 because most users are banned by AT&T from having their own server, and their upload speed is much lower than their download speed! Of course there is imbalanced peering between AT&T and Cogent, AT&T has contractually obligated its users to make sure this is the case!

P.S.: the current objection by the ISPs is that not allowing throttling is akin to a first amendment violation, as they are "publishing" third party content, and should be able to edit it. this argument fails on two levels: 1) they do not pay licensing fees to the creators of this content, so if they are "publishing" it, then they are violating copyright law. 2) If they are in fact publishing this content, then they would no longer be protected by safe harbor rules, and would now be responsible for all illegal content passing through their servers. If they \*really\* want to take on all that legal liability.....

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**Ticket: # 423821 - ATT Unlimited Data Plan**

**Date:** 7/24/2015 10:59:06 AM

**City/State/Zip:** Mill Valley, California 94942

**Company Complaining About:** AT&T

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**Description**

I am wanting to file a complaint over the fact that I have an unlimited data plan and ATT is throttling me and never disclosed this practice to me until this week when I received a text message for the first time since I have been a customer.

I have been a customer at least from 2008 when I purchased an iPhone and have been on the unlimited data plan. I have paid a lot of money for a plan that I was never informed had any level of throttling until this week.

I over pay for data since I wanted to always have access to unlimited data. Now I am learning ATT never intended to provide this in the way I was informed of the service. Why would I pay more for something that is less!!?

Also, whenever I called ATT to complain I was told that it was just network congestion or build out of the network due to high growth. I was never told it was because I am being throttled. I was never told of a different plan. I would ask if I was being throttled and I was told no - that ATT does not do that.

I overpaid for services that I have not received. I want ATT to refund me the monies I have paid. It's deceiving and unethical what they have done.

There has never been any acknowledgement by the Company until now of openly throttling. I am getting nowhere with ATT. They will not listen to my complaint.

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**Ticket: # 424954 - Claro Inc in violation of NET NEUTRALITY rules under TITLE II**

**Date:** 7/24/2015 4:27:11 PM

**City/State/Zip:** Yabucoa, Puerto Rico 00767

**Company Complaining About:** Puerto Rico Telephone DbA Claro Inc

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## **Description**

My complaint is pursuant to the new FCC rules that classify both LAND-LINE and MOBILE INTERNET SERVICE PROVIDERS as TELECOMMUNICATIONS services under TITLE II, approved in FEBRUARY 2015 and went into effect on JUNE 12, 2015. The NEW guidelines specifically PROHIBIT the THROTTLING of UNLIMITED INTERNET and PAID PRIORITIZATION SERVICES, including services by MOBILE CARRIERS such as the services provided by Puerto Rico Telephone DBA Claro Inc.

Under the new guidelines in effect and in the words of Tom Wheeler, "Unlimited means unlimited with no data throttling." Claro CONTINUES to THROTTLE my mobile UNLIMITED INTERNET along with the account of THOUSANDS OF SUBSCRIBERS IN PUERTO RICO. Both mobile and land-line Internet Service Providers are currently held accountable as TITLE II telecommunications companies under the new NET NEUTRALITY GUIDELINES that are IN EFFECT in the continental United States, PUERTO RICO and other territories since JUNE 12, 2015.

Thanks to the efforts of the FCC, The news media has revealed how T-MOBILE and SPRINT have already STOPPED THROTTLING the accounts of their UNLIMITED MOBILE INTERNET customers after the new guidelines came into effect.

But, Claro Inc has become emboldened as they also received 32 million dollars from the FCC for the advancement of mobile broadband services. Claro has not passed on the benefits of the million-dollar FCC grant on to its subscribers while the FCC turns a blind eye to the consumers of Puerto Rico by not taking the initiative in this matter.

I am asking the FCC to stop looking the other way even in the face of the closing of the regional office in Puerto Rico; to order carriers in Puerto Rico like Claro Inc to STOP THROTTLING mobile and land-line with UNLIMITED INTERNET access in their contracts.

I have attached a response from Claro where they claim that they see no wrong doing because they claim that they follow the guidelines under the "Fair Use Act." This answer is INAPPROPRIATE and UNSATISFACTORY--also full of mistakes in spelling, syntax and grammar. Claro Inc makes NO MENTION of NET NEUTRALITY RULES under TITLE II by changing the subject to their usual FALSE CLAIM that they are in compliance with the FAIR USE ACT.

Claro is also in VIOLATION OF THE FAIR USE ACT, because the rules allow for throttling under EXTENUATING CIRCUMSTANCES such as temporary traffic congestion during an emergency or national crisis. The guidelines require that the speeds be restored after the temporary congestion is over. Claro violates the Fair Use Act by regularly throttling user accounts after 2 GB of data use and FORCING subscribers to WAIT ONE MONTH until the beginning of the following billing period unless they are willing to PURCHASE ANOTHER UNLIMITED MOBILE INTERNET PLAN with HIGHER



DATA THROTTLING CAPS and PAY MORE. Claro is coercing subscribers into more expensive artificial mobile Internet Service Provider products with PAID PRIORITIZATION.

Claro Inc has NEVER DISCLOSED to the FCC nor to any of the subscribers any issues related to throttling due to NETWORK TRAFFIC EMERGENCIES or TEMPORARY CONGESTION.

Claro Inc REGULARLY THROTTLES my mobile account with UNLIMITED INTERNET ACCESS and the mobile accounts with UNLIMITED INTERNET ACCESS of THOUSANDS OF SUBSCRIBERS to a crawl from 5 MEGABITS PER SECOND to LESS THAN 56 KILOBITS PER SECOND after only 2 GIGABYTES of data use.

Under the TITLE II guidelines, THROTTLING of UNLIMITED INTERNET accounts are PROHIBITED along with PAYMENT for PRIVILEGED or PREFERRED COMMUNICATION AVENUES. TITLE II also PROHIBITS the sale of ARTIFICIAL Internet Service Provider PRODUCTS that are created by the practice of WRONGFUL DATA THROTTLING of UNLIMITED INTERNET ACCOUNTS.

I should not have to enter into ADDITIONAL FINANCIAL BURDENS to PROTECT MY PRIVATE DATA with THIRD PARTY TECHNOLOGY PRODUCTS.

Claro Inc FALSELY claims that they are following the guidelines under the FAIR USE ACT.

Claro Inc is also in violation of the guidelines set in place under TITLE II for the advancement of NET NEUTRALITY.

By INSPECTING and COUNTING my data, Claro Inc is in effect admitting to EAVESDROPPING and INTERFERING with my PRIVATE COMMUNICATION DATA in VIOLATION of my PRIVACY PROTECTION RIGHTS as a consumer.

I had purchased the two-year contract account under the guise that it was "TODO ILIMITADO" or EVERYTHING UNLIMITED: DATA/TALK/TEXT and ROAMING. The sales clerk promised that I would have no problems with NATIONWIDE UNLIMITED BROADBAND DATA USE as I clearly explained I intended to use the UNLIMITED BROADBAND INTERNET service to watch video lectures from Thomas Edison State College in New Jersey--I was completing my first Bachelors degree online while tending to my wife in the hospital.

I have been throttled since the very first day while attending school online from 5 Mbps down to less than 1/10th of the speed at just 56 Kilobits per second after only 2GB of data use--less than a single video lecture.

I complained to deaf ears at Claro Inc as they CONTINUE TO IGNORE THE GUIDELINES under TITLE II NET NEUTRALITY RULES by simply repeating that they follow the guidelines under the FAIR USE ACT and how they were ABUSING and MISUSING the OLDER GUIDELINES.

A response from Claro Inc stating that they find they are not in violation of the guidelines under the FAIR USE ACT is misleading. Claro Inc accomplishes this by not responding to the wording of my original claim and disregarding their responsibilities under the NET NEUTRALITY GUIDELINES provided by TITLE II as they continue to mention the FAIR USE ACT as a smokescreen.

I am pursuing that they abide by the NET NEUTRALITY RULES as a telecommunications company under TITLE II. My contract with Claro Inc clearly states UNLIMITED TALK, TEXT & INTERNET DATA and I expect to be allowed to use the uninterrupted full capacity of the 3G/4G network characteristics of the BROADBAND INTERNET ENABLED MOBILE PHONE that I PURCHASED FROM CLARO INC along with the 2-year UNLIMITED TALK/TEXT/BROADBAND INTERNET DATA contract.

I have been misled into the expense of a two-year contract agreement believing that I would enjoy the benefits of UNLIMITED MOBILE BROADBAND INTERNET ACCESS speeds included with a UNLIMITED BROADBAND ENABLED TEXT/TALK/DATA contract costing close to \$80 every month to complete my academic work online.

SPRINT alone has been offering TRUE UNLIMITED TALK/TEXT/BROADBAND DATA mobile accounts with NO THROTTLING for the same \$80 per month; SPRINT did NOT receive the 32 MILLION DOLLAR incentive that was awarded to Claro Inc.

After awarding Claro Inc 32 million dollars, the FCC should now order Claro Inc STOP THE PRACTICE OF THROTTLING mobile accounts with UNLIMITED INTERNET.

The FCC should order Claro Inc to reimburse subscribers like myself with a full refund for WRONGFUL and MALICIOUS PRACTICES.

Thank you,

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**Ticket: # 425183 - ISP attaching unfair data caps**

**Date:** 7/24/2015 5:45:04 PM

**City/State/Zip:** Gallipolis, Ohio 45631

**Company Complaining About:** Sudden Link

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## **Description**

Hello,

I have been a long time customer of suddenlink internet service. Recently they have started to attach unfair data caps on its internet users. Their response to me has be to throttle my speeds to services i use. I find this unlawful. The file attached file shows you \$40 in overage charges.

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**Ticket: # 426193 - Slow 4G/LTE speeds****Date:** 7/25/2015 2:24:39 PM**City/State/Zip:** Fullerton, California 92831**Company Complaining About:** AT&T

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**Description**

Recently while traveling to family in Las Vegas, my internet speeds on AT&T's 4G/LTE network have been deplorably slow. Restarting the phone or resetting it have not improved the situation. I called AT&T, and they tell me first that I'm being throttled because of overusing of data. Then they proceed to tell me that my 4G/LTE speeds are running normally, since I am averaging 3mbps on my phone. They then proceed to tell me that I am using congested towers since I am located in Las Vegas. This does not make any sense, since I reside in Southern California, specifically the Los Angeles market, one of the most congested in the entire country. I normally go above my AT&T imposed threshold of 5GB usage of data that results in "throttling," yet I live in Los Angeles. AT&T is slowing down my internet speeds due to their lack of proper network maintenance (the agent on the phone noted that my phone is bouncing of many different antennas, yet provided no fix). I find this wrong, and possibly illegal as I am using an AT&T data plan bought in the beginning of 2009, that AT&T now throttles and slows whenever they like, as a way to force me into a limited tier data network in order to impose overages. I don't understand how I'm causing "undue burden" on the network when I go past 5GB, yet AT&T is allowing mobile share customers who may have data plans of 20GB to use all their data at once, not issuing them throttling messages or letters in order to charge them overages for going over their plan. I find this sickening, and illegal.

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[Ticket: # 427333 - Att mobile speed throttling](#)

**Date:** 7/26/2015 8:46:23 PM

**City/State/Zip:** San Jose, California 95131

**Company Complaining About:** AT&T

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## **Description**

My internet connet on my phone is being throttle

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**Ticket: # 428131 - Comcast services/pricing**

**Date:** 7/27/2015 12:33:16 PM

**City/State/Zip:** Charlottesville, Virginia 22901

**Company Complaining About:** Comcast

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## **Description**

Comcast is the sole provider of broadband internet in my area. However, using their modem/router alone, for which I am charged \$10 a month, does not provide reliable wireless service, and I believe that their 'bundled' prices are trapping customers into paying for more than they use. I also am not getting the speed I am paying for (I am aware that using wireless reduces speed; however, I am still not getting the speed promised with 'blast' (this was confirmed by a comcast rep earlier this year) and I believe I may be being throttled on weekends.

Comcast has twice come out to fix the issue with their modem and my speed, unsatisfactorily. After I confirmed that my trouble connecting to wireless was NOT my computer (by taking it for repair) the repair person told me that these Comcast gateways often do not work in this area. Instead, I purchased and had installed a router of my own and had it 'bridged' to the Comcast box, which solve the problem. In short, Comcast is forcing customers to use "gateway" boxes that do not work.

In addition, there are some "reactivate fees" on my bill that are confusing; as you can see, two payments were made in a timely manner in that month, and I was never informed of any fees.

I believe that Comcast is taking advantage of their virtual monopoly in Charlottesville and is overcharging customers. When I called to look at my options, I was told that "you are in a promo package and basically I can't help you" ("Customer Support" rep "Matt"). I also see on the comcast website that I am paying \$1 a month for an extra outlet I do not have. "Matt" said that I wasn't; however, I have a PDF screen shot that shows that amount. Comcast also does not itemize their bills so that we can easily see exactly what items within a 'bundle' that we are paying for. When I told "Matt" that I was willing to lose some services to save money ("Blast" internet, premium TV stations,) he told me the above--that I am in a "predicament" because of the bundling and offered me no options.

Comcast's Laissez-Faire attitude of telling customers who are questioning bills that they are in a 'predicament', as well as requiring we pay for equipment that does not do what it should, is unacceptable when they are the only broadband provider. Thank you.

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**Ticket: # 429627 - Throttling of specific network traffic**

**Date:** 7/27/2015 7:52:29 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

I am experiencing what appears to be content-based internet throttling. I am unable to buffer a YouTube video at 360p on my Comcast cable. A generic speed test shows a consistent 85 Mb/s download speed, which should be plenty sufficient for buffering a non-HD video. After switching to AT&T LTE tethering, I am able to buffer the same video on the same device in the same browser with no issues. It appears Comcast is specifically throttling video traffic from YouTube as the speed test was satisfactory and YouTube via another method of internet access was also satisfactory.

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**Ticket: # 432289 - Throttling While Streaming Video**

**Date:** 7/28/2015 6:44:07 PM

**City/State/Zip:** E. Weymouth, Massachusetts 02189

**Company Complaining About:** Sprint

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**Description**

My carrier has placed a cap on my data while I am streaming video. Since I use my phone and tablet primarily for video streaming via YouTube and Netflix, this throttling prevents me from watching videos at a minimum of 480p.



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**Ticket: # 435037 - AT&T Throttling**

**Date:** 7/29/2015 6:28:57 PM

**City/State/Zip:** San Francisco, California 94158

**Company Complaining About:** AT&T

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## **Description**

I received a text message today that I would be throttled if I exceeded 5GB of data this month. I am paying for an unlimited data plan and should not be throttled. This goes against the open internet policy that the FCC should enforce.

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**Ticket: # 433194 - AT&T Throttling**

**Date:** 7/29/2015 10:41:29 AM

**City/State/Zip:** Lynwood, Washington 98087

**Company Complaining About:** AT&T

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## **Description**

Their move to only throttle if the tower is "congested" is a smokescreen. Are there any urban towers that are not congested during the day? What level of congestion triggers throttling? Did they really spend the money to write software to surgically do this (a greater cost than allowing the few unlimited users to listen to their music)?

I sell phones, including AT&T. At no time have they alerted unlimited customers as to their throttling rules. This only happens when you are approaching the arbitrary 5GB limit.

Please do not let them off the hook. Unless they agree to continue the grandfathering with no end date and zero throttling. Otherwise, double down. \$200 million.

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**Ticket: # 437218 - net neutrality**

**Date:** 7/30/2015 2:33:20 PM

**City/State/Zip:** Studio City, California 91604

**Company Complaining About:** AT&T

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## **Description**

1. I am paying \$50/month for a 10GB data cap from AT&T which is excessive compared to wired internet providers plus I suspect AT&T frequently throttles speeds
2. Time Warner offers 100Mbps download speeds with no data cap for \$45/month but is blocked from my apartment building because the owner signed a contract with Hughesnet to prevent other internet providers from providing service in my apartment building.
3. Hughesnet offers satellite internet services for \$50/month with 10Mbps download speeds and a 10 GB data cap with a 2 year service plan. At least AT&T doesn't require a 2 yr. service plan.
4. Hughesnet offers no discount for residents of my apartment building despite you, the FCC, saying these contracts were good for consumers and would result in lower prices (which I assume is FCC-speak for higher corporate profits and less competition)
5. Once again, TW offers a cheaper plan with no data cap with 10X the download speed but is blocked from providing service to my apartment building because you refuse to enforce net neutrality and instead use your authority as a regulator to reduce competition to increase rates and corporate profits.

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**Ticket: # 437406 - Continuing unreasonable limitations from Boost Mobile**

**Date:** 7/30/2015 2:56:41 PM

**City/State/Zip:** Keystone Heights, Florida 32656

**Company Complaining About:** Boost Mobile

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## **Description**

Boost Mobile changed the TOS for their "unlimited" data plan to include that any data usage over 2.5GB per month would be throttled. Not only is this in violation of recent FCC rulings that throttling for reasons other than reducing network congestion being unreasonable, but in addition Boost charges an additional \$10 a month to enable hotspot functionality on devices, with a 2GB limit, which ALSO counts against the overall 2.5GB limit on the phone. This is completely unjust and unreasonable. The device is capable of portable hotspot capabilities and only cannot do so due to artificial restrictions placed by Boost mobile, and charging me twice for supposedly "unlimited" data just so I can use it in the way I choose is unjust. Finally the speeds Boost throttles customers who are over their data cap to is too slow to even load webpages, forget actually being able to use the data for anything, so it's less of a "You're throttled if you use more than 2.5GB", it's more "Your service doesn't work at all if you go over 2.5GB"

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**Ticket: # 438148 - Throttling of Unlimited High Speed Data****Date:** 7/30/2015 6:12:04 PM**City/State/Zip:** Finleyville, Pennsylvania 15332**Company Complaining About:** AT&T

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**Description**

My husband and I have had what AT&T advertised as 'Unlimited High Speed Data' for years, yet we continue to get messages stating we have reached 75% or 100% of our high speed data allowance and will therefore be throttled. When the throttling occurs, the data on our devices becomes so slow it is almost unusable. We are not in "high congestion areas". Most times we are well outside of any city in a lower population area. I have a hard time believing an area with so few people is "heavily congested ". When we purchased this service, it was because it was advertised as 'Unlimited High Speed Data '. Unlimited means unlimited, not unlimited until a certain point. We are not heavy data users. We are typically each between 5gb and 10gb a month. Again, not high, but enough to be throttled? We were never informed, when purchasing the plan, there was a limit to the unlimited high speed data. Upon visiting an AT&T store, we were informed that if we wanted 'True High Speed Data' we could change to a different plan which has a gb limit and is much more expensive. We already have 'Unlimited High Speed Data' or so we thought. Why should we now have to purchase a different limited plan to get 'True High Speed Data'? That is not what we were promised. We feel this is an unfair business practice and false advertising. Requiring customers to pay for a different, more expensive service because a company doesn't want to honor a previous commitment made to an already existing service or feels that 'True High Speed Data' should only be available to customers who pay more money, even though we faithfully pay our bill on time every month and have never had a late payment, is unacceptable. The most recent message from AT&T came in today, informing me I had reached 75% of a high speed data allowance, which in all reality was supposed to be unlimited, and would be throttled for the remainder of the billing cycle, once I reach 100% of the 5gb allowance. Ridiculous. Unlimited High Speed Data should be just that and as it was advertised, Unlimited High Speed Data.

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**Ticket: # 438255 - AT&T wireless**

**Date:** 7/30/2015 6:49:02 PM

**City/State/Zip:** Naples, Florida 34103

**Company Complaining About:** AT&T

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### **Description**

company is still throttling unlimited data to speeds unusable for regular everyday use. It's ridiculous I am a customer of AT&T for over 14 years and they would treat their customers this way! 5 gigs of data is eaten up half way through just by using streaming music apps, please make them stop this BS...

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[Ticket: # 438296 - text message of throttling](#)

**Date:** 7/30/2015 7:11:12 PM

**City/State/Zip:** Sacramento, California 95288

**Company Complaining About:** AT&T

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### **Description**

I have the unlimited data plan, with new neutrality in place i am still getting threatening text measages that my internet will be throttle after 5gb

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**Ticket: # 438415 - GCI of Alaska internet throttling**

**Date:** 7/30/2015 8:06:48 PM

**City/State/Zip:** Anchorage, Alaska 99504

**Company Complaining About:** Gci

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### **Description**

I have repeatedly received messages stating that I'm approaching my data cap and have had my internet throttled when I get close to the cap.



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**Ticket: # 438660 - Throttle of Internet at home**

**Date:** 7/30/2015 9:48:46 PM

**City/State/Zip:** Arlington Heights, Illinois 60005

**Company Complaining About:** Comcast

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## **Description**

Hello,

I would like to raise awareness about my service issue I am having with my ISP Comcast. My service representative states there is no throttling on my service, but I am unable to complete many web pages, having to reload them multiple times. I am possession of modern software and equipment, and have a clean OS according to my computer technician. I tend to get frustrated and go to the library, but I am still forced to pay for less than promised service from my ISP. Please, kindly do the needful and enforce the law passed against the ISP from limiting internet usage. Thank you for your time and review.

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[Ticket: # 438830 - Slow Internet & Throttling & Costs too much](#)

**Date:** 7/30/2015 11:04:19 PM

**City/State/Zip:** Santa Barbara, California 93105

**Company Complaining About:** Cox

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### **Description**

My internet at Cox Digital Cable gets throttled every evening. I pay \$80 for fast internet and I know I'm getting ripped off but the internet in Santa Barbara, California is expensive as hell. I want Google Fiber to come to my town. Net neutrality crackdown please! Europe has way better and cheaper internet!

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**Ticket: # 438833 - Net Neutrality**

**Date:** 7/30/2015 11:06:10 PM

**City/State/Zip:** Chicago, Illinois 60642

**Company Complaining About:** Comcast

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## **Description**

Hello,

My internet is being throttled for certain websites and applications. It becomes an annoyance, since I am paying top dollar for a service that should be consistent and transparent as a company. However, it is not only my company that does that (Comcast), but all internet providing companies. We need to change legislation that reflects the wishes of the majority of Americans. I know this is not your first complaint about net neutrality, nor will it be the last. Please do something about this and not let the FCC be another end of a governmental failure joke. Thank you.

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**Ticket: # 438896 - Poor speed and poor service****Date:** 7/30/2015 11:43:18 PM**City/State/Zip:** Pataskala, Ohio 43062**Company Complaining About:** AT&T

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**Description**

AT&T. What can I say about AT&T that hasn't already been said? Basically, AT&T has been flat out lying to their customers. I am the son of a customer, and therefore I do not pay for the service, but my poor mother pays for 45 Mbps down and 6 Mbps up. We have never gotten more than 35 down. Ever. Here is a compiled chart of the many download speeds I have run:

<http://testmy.net/quickstats/TheSqrtMinus1>

In fairness, I should mention that I do run a web server in my basement, however, even when it is down for maintenance (i.e., not accessing the network), we still get abysmal speeds. And these tests are run over a Cat6 Ethernet cable! Don't even get me started on the WiFi. All in all, AT&T are quite awful providers, and I suspect that they throttle me because I have openly told them that I run a web server. It is ridiculous that my mother is paying for 45/6 down and up, when in reality we are getting on average HALF of that speed, just because I run a server that gets, on average, 5 hits per day. And even if they AREN'T throttling me, they are still falsely advertising and swindling honest and hard working people out of their money. Thank you for your time in this matter.

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**Ticket: # 438937 - Bad service/monopoly in my area**

**Date:** 7/31/2015 12:27:32 AM

**City/State/Zip:** Portland, Oregon 97211

**Company Complaining About:** Comcast

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## **Description**

I am forced to use Comcast in my area. I do IT for a living so having a fast, consistent ISP is crucial. 80% of the time the service is fine. The other 20% is a crapshoot. I also use the service for personal and entertainment purposes. In the last week the service has gone down at 10 pm 4 nights in a row. I'm not a Comcast "hater" per se but the lack of choices in my area makes me feel like I live in a Monopoly . Also, I have definitely experienced throttling in the past. It doesn't happen as much now but in the past 2 years I have definitely seen poor performance on streaming media (Netflix for example and other streaming sites/services) only to mask my usage via VPN and have performance restored to normal levels. I have other examples if needed but these are just a few of the many concerns I have for monopolized and non-neutral ISPs . Thank you for your time.

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[Ticket: # 438951 - net neutrality](#)

**Date:** 7/31/2015 12:37:03 AM

**City/State/Zip:** Hayward, California 94545

**Company Complaining About:** Comcast

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## **Description**

I've been having serious problems with internet service providers throttling my download and upload speeds. Couple that with the terrible customer service representatives of these companies and I down right feel like I'm being cheated. Israel has already implemented amazing regulations on phone corporations and what they can and cannot do to a customer legally. We need to implement something fast before these giant corporations continue to abuse their powers in this monopoly of an industry. Please note my concerns as well as the concerns of the many others.

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**Ticket: # 438956 - Throttled on specific applications/sites.**

**Date:** 7/31/2015 12:44:37 AM

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

**Company Complaining About:** Centurylink

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## **Description**

I've been using Qwest now Century Link and have been getting throttled on specific sites and applications such as Netflix, Hulu, Steam, Twitch, Youtube, Play.tv and many others. When running almost any speed test on line it says I'm getting near the speeds I'm paying for, but when i run the FCC Speed Test App I get about half speed. My guess is throttling and lying about the speeds I am getting. Not to mention, I'm being charged a ridiculous amount for inconsistent service and when I contact customer support/Technical support they never seem to find anything wrong and everything seems to be working as it should be.

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[Ticket: # 439102 - comcast](#)

**Date:** 7/31/2015 6:16:41 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast isn't abiding by net neutrality rules, and at times it seems like they're throttling the internet



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**Ticket: # 439143 - The Internet Service Providers**

**Date:** 7/31/2015 8:13:24 AM

**City/State/Zip:** Kingwood, Texas 77346

**Company Complaining About:** Comcast

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**Description**

It's no secret the IPS's have countless shady, and just plain greedy business practices. Throttling data rates, adding service packages to clients bills they didn't ask for, and outright lie about internet speeds they provide, just to name the few. A crack down is not just requested, but required before this gets even more out of control.

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**Ticket: # 439153 - Data Allowances****Date:** 7/31/2015 8:23:26 AM**City/State/Zip:** Forest, Virginia 24551**Company Complaining About:** Shentel (shenandoah Telecommunications)

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**Description**

As of May 2015, Shentel (Senandoah Telecommunications) has implemented a data allowance for all of their residential internet customers. This system is tiered, where higher speeds have more data to use before being charged (but not throttled) for more data. On my tier, 10 Mbps down 2Mbps up, I have 300 gigabytes of data for each month for the same price I used to receive unlimited data. Each 50 gigabytes over the allowance now costs another \$10.00. This new practice has hindered greatly my use of the internet.

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**Ticket: # 439290 - Data Cap**

**Date:** 7/31/2015 9:53:10 AM

**City/State/Zip:** Bethesda, Maryland 20816

**Company Complaining About:** Verizon Wireless

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## **Description**

The newly enacted net neutrality laws state that any business practice of service providers that "unreasonably interferes" with the consumer's internet access is unlawful. Firstly, Verizon Wireless should be regulated in the same way that Verizon, Comcast, and normal cable providers are; they are both at their cores internet service providers, and should be regulated as such, regardless of whether the service is provided via cable or signal.

The abolishment of unlimited data plans across service providers around 2012 was the most blatant act of monopolization of the ISP industry. Under the banner of "network optimization," the corporations, more specifically AT&T and predominantly Verizon Wireless, increased their prices for less service. Having a data cap in the few gigabytes most certainly "unreasonably interferes" with my data plan and steers me away from certain "heavy-data-using" sites such as YouTube or Netflix. If one truly wants information to flow freely across the internet, these caps must be abolished and unlimited data plans restored.

Secondly, the "network optimization" under which the corporations seized control of data via caps and throttling was proposed under false pretenses: not enough consumers use ample amounts of bandwidth to slow other users down, EVEN when streaming videos. In the unlikely situation in which this could happen, say if everyone in a cellular tower's reach were streaming video, it is the corporation's burden to provide adequate service: this burden should not fall on the shoulders of other paying consumers. Personally, I never experienced unreasonably slow speeds (on Verizon Wireless) in high-traffic areas before the unlimited data plans were rolled back. The rollback of unlimited data therefore is only explicable through the increase in profit margins that the corporations experienced following their imposition of new policies. This is clearly an extortion of the consumer solely to increase profit margins. It is undeniable that citizens across the country would be far happier without data caps.

My personal complaint, however, is that in 2012, I unknowingly sacrificed my unlimited data plan for a phone upgrade despite my requests that my plan remain the same. Since then, I have not been able to regain my unlimited data due to the fact that I waited over a month to confront a representative at a Verizon Wireless store. I was told that there was nothing they could do, that their hands were tied, because there was no longer an unlimited option. Again, this should not fall on the shoulders of the consumer, but is the burden of the corporation: that is, to provide adequate service. As of right now, these companies are inadequate and must be regulated such that their services are restored to consumer friendly levels.

Finally, in response to recent assertions that consumers should be happy with the current broadband status, it is the nature of competitive capitalism to continue providing better and better products or service. While I see carriers such as T-Mobile making steps towards better services, the monopolization of coverage that AT&T and Verizon Wireless hold on the market dissuade me from other options. This is simply insufficient and unacceptable.

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**Ticket: # 439299 - Net neutrality**

**Date:** 7/31/2015 9:57:08 AM

**City/State/Zip:** West Des Moines, Iowa 50265

**Company Complaining About:** Mediacom

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## **Description**

We cannot let big companies like Comcast verizon and others dictate how Internet is used by americans. Data caps, throttling and no competition have made the Internet awful. I pay \$70 a month for slow Internet and have to worry about exceeding a measly 150gb monthly limit. I should be able to stream Netflix or download things I purchase without having to watch over these caps. Data is cheap and the fact I have to pay exorbitant fees for poor service is outrageous. Please don't let these big companies win. Keep net neutrality and make sure it is enforced because I am certainly not seeing any of the positive changes I was hoping for.

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[Ticket: # 439324 - Data Caps](#)

**Date:** 7/31/2015 10:01:40 AM

**City/State/Zip:** Mason City, Iowa 50401

**Company Complaining About:** Mediacom

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## **Description**

Mediacom uses data caps. I've also had my connection throttled when streaming content.

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[Ticket: # 439354 - No Data Caps/Throttling](#)

**Date:** 7/31/2015 10:10:05 AM

**City/State/Zip:** Bainbridge, Georgia 39817

**Company Complaining About:** Exede

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## **Description**

Data Caps/Throttling are crippling progress and allowing internet and cable companies to continue to gouge the american public purely for greed.

I have what is billed as "virtually unlimited\* internet" and a data cap of 150gb... What!? Netflix alone consumes this in well under a month. After reached i get speeds of .5 to .7 mbs. In todays world that is basically unusable. This is also the only available source of internet for me other than dial-up.

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**Ticket: # 439466 - Poor internet performance****Date:** 7/31/2015 10:43:28 AM**City/State/Zip:** Pflugerville, Texas 78660**Company Complaining About:** AT&T

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**Description**

I have AT&T uVerse 45mbps plan at home and constantly during the day ANY Netflix or Hulu streaming service seems to buffer at LEAST 2-3 times per episode watched. There have been times when it will buffer for 10-15 second on every 3-5 seconds of viewing available. I have called AT&T many times to correct the issue but nothing has ever been fixed. I am told it's the wiring (of which has been replaced twice in a somewhat new house built in 2005). They said it was the modem, replaced multiple times, then it was my apple router so I tried multiple (I have 5 in the house). Almost every site loads slower than a 6mbps connection when I have the 45mbps. The ONLY true time I have actually noticed 45mbps speed is on the AT&T speed test site -- ironically it's only their speed test site that shows me the speeds. I have called multiple times and even asked to "fix it or cancel it" and was met with simply "it's cancelled". I fully believe video service is throttled because that is the one thing that is so consistent I can count on buffering all night long. I even have recorded videos of 3-5 seconds of Hulu and Netflix play with 10-15 seconds of buffering many many times in a row. I am hesitant to even file a complaint just to go through another "you're cancelled because you complain" again.

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**Ticket: # 439471 - Discriminatory Throttling of LTE connection by AT&T Wireless**

**Date:** 7/31/2015 10:44:19 AM

**City/State/Zip:** Austin, Texas 78701

**Company Complaining About:** AT&T

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## **Description**

I attempted to stream a video from Amazon via my AT&T LTE connection on the afternoon of Tuesday 7/28/2015 and the connection was so poor that only audio would come through. Suspecting that AT&T might be throttling video services (as other parts of the Internet did not seem affected by speed-related issues), I switched on my VPN and attempted to reconnect to the Amazon stream. Once the VPN was on, I received a perfect stutter-less stream. I do not believe the network was congested on Tuesday afternoon (as evidenced by the perfect video stream once the VPN was enabled), but rather, AT&T was selectively throttling connections to Amazon's video streaming service.



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**Ticket: # 439668 - AT&T internet throttling**

**Date:** 7/31/2015 11:40:55 AM

**City/State/Zip:** Lummi Island, Washington 98262

**Company Complaining About:** AT&T

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### **Description**

I am an AT&T customer and I would like to make it clear that I do not approve of any internet connectivity being throttled, and any statements to the contrary are false. If there were another cellular provider which had a record of not throttling internet services and had reception in my home I would switch immediately regardless of the cost.

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**Ticket: # 439711 - AT&T slowing speeds to network services.**

**Date:** 7/31/2015 11:53:08 AM

**City/State/Zip:** Raleigh, North Carolina 27606

**Company Complaining About:** AT&T

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## **Description**

Paying for high speed internet "Fiber connection" with AT&T U-verse 15MBps bundle.

1. Most of the time I only get 6-12MBps or less (wired and wireless connection)

This has been verified multiple times using speakeasy.net and multiple other testing web sites.

2. Even at times when I am getting the 15MBps paid for they throttle connection to services like YouTube.com and Amazon Prime halting video download speeds to almost a crawl.

3. We have been paying a premium for an Advertised "Fiber" connection using U-verse but it is not even fiber. They are using the phone-line junction for the internet. That is classified as a DSL connection.

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**Ticket: # 439872 - Verizon Grandfathered Blockage**

**Date:** 7/31/2015 12:36:02 PM

**City/State/Zip:** Ava, Missouri 65608

**Company Complaining About:** Verizon Wireless

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**Description**

My Grandfathered plan has had upload throttled to unusable level.

I use the plan on a hotspot. In the same area, three lines work without issue. Only the Unlimited Data line has the issue. I was sent a new SIM card which will not activate in the hotspot. I am told that the plan can not be activated on that device. I was under the impression that Verizon was not allowed to restrict me from using the device of my preference.

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**Ticket: # 439899 - ATT Throttling**

**Date:** 7/31/2015 12:48:26 PM

**City/State/Zip:** Brownstown, Michigan 48193

**Company Complaining About:** AT&T

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### **Description**

I currently have ATT High-Speed Internet. They are still engaged in the unlawful practice of throttling the speed or connection of their unlimited "high-speed" internet. I am in Wayne County, Michigan and would like to know what is being done to stop them from doing as such.

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[Ticket: # 439915 - AT&T is throttling my 'unlimited' data plan! Please make them stop this!](#)

**Date:** 7/31/2015 12:54:16 PM

**City/State/Zip:** Wilmington, Delaware 19806

**Company Complaining About:** AT&T

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## **Description**

My 'unlimited' dataplan is being throttled after I use my 5GB within the first few days of the month, my phone is entirely useless for the rest of the 27 days of the month. Please make it illegal and fine them again and again for every time they do this!!!! This needs to stop.

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**Ticket: # 440115 - Data caps**

**Date:** 7/31/2015 1:49:36 PM

**City/State/Zip:** Ft Wainwright, Alaska 99703

**Company Complaining About:** Gci

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## **Description**

After the implementation of the Net Neutrality law, the internet provider GCI continues to implement data caps and data throttling to its broadband internet customers. When i went to the store to confront them about this, no one, not even the manager had any idea what net neutrality even was.

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**Ticket: # 441455 - Comcast bandwidth cap is too small and throttling of netflix app and xbox one service.**

**Date:** 8/1/2015 8:12:17 AM

**City/State/Zip:** Gainesville, Georgia 30506

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or madam,

I have been with Comcast for several years and I have noticed several things that they are doing like severally throttling Netflix when watching them on xbox one app and noticed it takes longer for them to connect. Also I have noticed that the monthly 300gb is extremely small and it doesn't take about several updates and watching Netflix movies it would go pass the bandwidth really easy. Another thing I have noticed that if you have an xbox live account when downloading a app or game Comcast would be throttling the download speed to a slow one so you would eat up more bandwidth than normal.

I hoping that you can deal with the internet company to pass a law that would put internet bandwidth caps illegal.

Thanks,

██████████

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**Ticket: # 441571 - Comcast Data Cap**

**Date:** 8/1/2015 10:54:24 AM

**City/State/Zip:** Atlanta, Georgia 30341

**Company Complaining About:** Comcast

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## **Description**

For the past few months, Comcast has been capping my data to 330MB/month and charging more if we go over. This has never happened before and according to them, they are trying this out in certain markets because I guess they can. There are four of us in our household, and we are all college students. We are constantly online, either to do homework, work stuff, or routine streaming. Not only are they capping but they throttled internet speed to the point where I can't even do homework. Sometimes that caught us off guard while in the middle of an online quiz or exam. This needs to stop. We don't mind paying for more, but their internet tiers get ridiculous. Also, Comcast has a monopoly in this area so there's no way for us to go to another ISP even if we want to ( we tried). Please help us with this situation. Thank you



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**Ticket: # 442339 - Time Warner refusing to allow video stream from SunDiego.com**

**Date:** 8/1/2015 10:02:41 PM

**City/State/Zip:** Upland, California 91784

**Company Complaining About:** Time Warner

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## **Description**

We've been enjoying a live stream of San Diego's bay view that's generated by SunDiego.com. Time Warner has blocked this live video stream as reported by SunDiego.com because, as SunDiego.com states, Time Warner has asked to be paid to carry the live feed and SunDiego.com refuses. New statement on SunDiego.com website. "We regret streaming media is no longer available to Time Warner BIAS subscribers because TWC is demanding payment from us to deliver it to you in the broadband quality you are paying them for, and we prefer to not present our home town to you through a degraded image. Click the camera buttons to view a recent high quality still image from that camera. We filed a net-neutrality complaint with the FCC on June 22, 2015. In the TWC response, they are accusing us of improperly throttling TWC viewers. It is interesting how TWC immediately perceives this to be a degradation of the quality instead of forming a viewing line much like an art studio would form a line at the door. We will discuss this in more detail in our response to the FCC. In the meantime, to avoid any possible confusion, please enjoy these high quality still images until TWC is peering responsibly"

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**Ticket: # 442504 - AT&T GigaPower selectively throttled****Date:** 8/2/2015 9:47:28 AM**City/State/Zip:** Austin, Texas 78758**Company Complaining About:** AT&T

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**Description**

Anything google takes a long time to resolve and load, YouTube videos are unwatchable, gmail is slow. This is in austin where google fiber is coming, and AT&T is obviously throttling all of google's services, even search is slow as dirt. This is supposed to be a gigabit connection. It's terrible. Also, the router/modem they gave me does not allow me to change the DNS addresses, so I am stuck using AT&T's slow DNS which makes this fast fast fast connection feel very slow as every time I type a new site (eg Facebook.com) the DNS takes a long time to resolve. I can force different DNS on my real computers but my phones and tablets are stuck in slow as dirt mode. The modem / router is generally bad and the technician doing the install said as much, and told me it's quite tricky to use it in pass through mode so I can use my own router. Gigapower is terrible because of the hardware and blatant throttling (netflix takes forever to load as well - why else have a fast connection?)

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**Ticket: # 442527 - Data Caps- unlimited data**

**Date:** 8/2/2015 10:37:18 AM

**City/State/Zip:** Dallas, Texas 75224

**Company Complaining About:** AT&T

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### **Description**

FYI- AT&T unlimited customers being throttled after 5GB but now LATENCY is their loophole. Look into how unlimited data customers are even being charged for using (toward a their 5gb before throttle) WIFI which is not part of the cellular data. So even if we use our home internet connection weather it be AT&T or any other home internet via wifi the unlimited customers unlike non-unlimited customers are charged against their phone data internet usage.

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**Ticket: # 442644 - direct tv violation of contract excessive throttling**

**Date:** 8/2/2015 1:41:26 PM

**City/State/Zip:** Ponce, Puerto Rico 00731

**Company Complaining About:** Directv

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## **Description**

that dtv would try to minimize or distract from the fact that they continue to NOT give highspeed internet service yet charge and take my pay for such a service is no surprise to me.

my log is filled with hundreds and hundreds of such days over the nearly 4 yrs that i have suffered their poor service through complaint after complaint only to find very little or NOTHING is done on my behalf to compensate me for their horribly low quality performance and LACK of effort towards customer satisfaction. it is no surprise dtv rated number two amongst american companies for worst in customer complaints. it is fitting dtv would neglect to focus on the real issue and subject of my complaint, namely that they take money from me for a service they continue to not provide and matters are worse now than ever before. dtv has shown in the past over the occasional rare day they actually can provide me with a good service as once in a blue moon i

actually have witnessed a day or partial day of receiving good service with fast kbs approaching 400kbs. that they can give me fast speed has been proven, but it never lasts for more than the better part of only one day.

i have been online 22 years now and never before did i have to constantly reconnect because i was dropped by my isp or have to manually disconnect and manually reconnect because my isp simply went dead even though the connect window says i am still actively connected by displaying "hspa".

never before was i habitually forced into "umts" mode whereby internet activity is not possible. by my experience with dtv, this is a way of life on their horrible internet service.

it didn't begin this way. even if it was never as good as my previous internet services i have used over the past 22 yrs, the first few months of my dtv experience was not nearly as bad as it has since become and today it is worse than ever before.

i have been complaining to dtv about their service for years and years. i have notebooks full of log transcripts with dates and times service was sub par and unacceptable and hour upon hour of calls

and texts made by me to plead for better service (or

in some cases, any service as i had NONE).

why, suddenly after all this time should i for one

minute believe dtv has my best interest in mind?

they had ample opportunity before during those

many many times when i complained to do the

right thing and they did not.

why do they suddenly think they need to talk to me

on the phone to give me the service they are

FULLY CAPABLE of giving as they have shown on

those rare, precious and few days in the past when

they actually did give me highspeed internet

service where i actually kept a connection for more

than an hour? how can talking to me make their

service improve?

only dtv has it within their power to give me better

service. dtv has shown me what kind of service

they COULD GIVE, but instead they work hard to

deny me this service to which i am entitled by

contract agreement and because I PAY THEM FOR

THIS KIND OF SERVICE YET AM CONSISTENTLY

DENIED IT. THEY CONTINUE TO GIVE ME LESS

THAN DIALUP SPEED SERVICE WITH THEIR

EXCESSIVE AND SEVERE THROTTLING, HOLDING

ME TO LESS THAN 15KBS!

WHAT I HAVE TO SAY TO DTV IS, GIVE ME THE

SERVICE YOU HAVE SHOWN YOU ARE FULLY  
CAPABLE OF GIVING AND STOP TAKING AND  
KEEPING MY HARD EARNED MONEY WHEN YOU  
DO NOT PROVIDE THE SERVICE YOU CAN AND  
SHOULD GIVE ME. AND STOP TRYING TO SHIFT  
THE BLAME ELSEWHERE AND ACCEPT  
RESPONSIBILITY FOR WHAT YOU DO AND  
SHOULD DO, BUT DO NOT DO. AND FOR ALL  
THOSE DAYS YOU DO NOT GIVE THIS SERVICE,  
REFUND MY MONEY!!! BE A BETTER COMPANY!  
SHOW CONCERN FOR YOUR PAYING  
SUBSCRIBERS!! AND TREAT THEM

FAIRLY!!!!!!!!!!!!!!!!!!!!!!

is this too much to ask? isn't it the right and fair

thing to do????? i would NEVER EVER! think to

take and keep money for something and not deliver

something i promised. theft is illegal! and should

be punished.

by the way, my internet service has been subpar

and since july 3, 2015, I CONTINUE TO PAY FOR A

HIGHSPEED INTERNET SERVICE DTV IS DENYING

ME BY EXCESSIVE THROTTLING IN VIOLATION OF

MY CONTRACT AGREEMENT. THIS IS PURE AND

SIMPLE TRUTH. WHAT SHALL BE DONE?

i have 3 signal bars, but have no highspeed internet service and just to give a case-in-point example, have been trying unsuccessfully to download a 17mb email attachment for more than 2 weeks now because the service is so horrible.

i am no longer able to have quality realtime chat with my friends and family online because of the severe throttling levied on my account and because of the frequent (usually within 3 minutes or less) disconnections. the quality of my life is lessened by the unfair, unwarranted and intentional limitations placed upon my internet account by direct tv.

online stock trading, conducting online business transactions and online banking is unreliable and unsafe with an unreliable unsteady and slower-than-dialup speed internet connection and yet i am openly exposed to this peril.

direct tv is well aware of the actions it is guilty of because they actively pursue these actions every day now as they throttle my account to LESS THAN 15KBS. direct tv is well aware of how many many many many many times i am disconnected from being online as they have record of it. it happens



frequently and almost is guaranteed to happen  
that I AM DISCONNECTED WITHIN EVERY FEW  
MINUTES OR LESS! and if direct tv wants to play  
dumb and take us for fools, let them read my words  
and learn now about what is happening with my  
internet "service". i speak the truth and i swear by  
it. everything i have said is true. and yet, it is hard  
to believe a service could be so horrible as this  
and have no remorse or desire to do better for the  
ever-faithful paying subscriber such as i.

YOU HAVE RECORD OF MY INTERNET  
PERFORMANCE. WHILE ACTIVELY USING THE  
INTERNET, HOW MANY TIMES HAVE I BEEN  
DISCONNECTED IN THE PAST MONTH? HOW  
MANY TIMES TODAY? THE TRUTH IS, WITHIN  
EVERY 3 MINUTES OR LESS AND MORE THAN I  
CAN COUNT AND MORE THAN YOU CARE TO  
TELL, IF YOU WOULD EVEN CARE TO CHECK.

why does dtv feel like they need to talk to me on  
the phone? i cannot fix your problem, dtv. only you  
can fix your problem. please spend your time  
working on fixing your problem, then maybe we  
can talk. i have told you about a real problem  
which persists and which you, yourself have

caused BY EXCESSIVELY THROTTLING MY  
ACCOUNT WHICH IS A VIOLATION OF CONTRACT.  
FIX YOUR PROBLEM AND THERE WILL BE NO  
PROBLEM. SIMPLE!

day in and day out, i pay for highspeed internet  
service and am GETTING LESS THAN DIALUP  
SPEED WITH FREQUENT DISCONNECTIONS  
WITHIN EVERY COUPLE OF MINUTES OR LESS.  
DTV HAS ME THROTTLED DOWN TO AROUND  
15KBS SINCE JULY 3. SUCH SEVERE THROTTLING  
IS IN VIOLATION OF THE CONTRACT WHICH  
SPECIFICALLY STATES THE LIMIT OF THE  
THROTTLING TO BE NOT MORE THAN 25%  
REDUCTION IN SPEED WHICH, GIVEN A 3G  
CONNECTION OF 300KBS WITH A 25%  
REDUCTION WILL BE 225KBS, NOT 15KBS.  
THEY KNOW THIS BECAUSE THEY ACTIVELY  
TARGET MY ACCOUNT TO DO IT AND SEND  
NOTICE WHEN THEY DO IT. HOW IS THIS FAIR TO  
ME? I DO MY PART. I PREPAY MY ACCOUNT \$69.99  
EACH MONTH FOR HIGHSPEED INTERNET  
SERVICE. THEY GET MY MONEY, BUT I DO NOT  
GET HIGHSPEED INTERNET SERVICE. WHO IS  
DOING THIS AND WHY? WHO SHALL BE HELD  
ACCOUNTABLE? WHY ARE THEY DOING THIS

AND WHAT WILL BE DONE TO FAIRLY

COMPENSATE ME???

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**Ticket: # 442705 - Threat of Internet speed throttling**

**Date:** 8/2/2015 2:49:05 PM

**City/State/Zip:** Auburn, Washington 98092

**Company Complaining About:** AT&T

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**Description**

At&t just sent me this text threatening to throttle my unlimited data plan. Below is the text.

ATT Free Msg: Your data usage this month has reached 3.75GB. If you exceed 5GB before your next cycle on 09/02/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit [att.com/datainfo](http://att.com/datainfo) for more info."

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**Ticket: # 442798 - Comcast blocking HBO GO access on Sony Playstation 4**

**Date:** 8/2/2015 4:42:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog ].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customers have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal to provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from December 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

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**Ticket: # 443490 - ATT Unlimited plan - Throttling**

**Date:** 8/3/2015 11:17:08 AM

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

**Company Complaining About:** AT&T

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### **Description**

I have an unlimited data plan contract with AT&T but I sometimes get messages about my data being throttled after a certain amount per month. This is against the contract I signed with AT&T and also in violation of net neutrality.

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**Ticket: # 443509 - AT&T Throttling**

**Date:** 8/3/2015 11:22:15 AM

**City/State/Zip:** Orlando, Florida 32801

**Company Complaining About:** AT&T

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## **Description**

I was under the impression that the new FCC rules would not allow AT&T to throttle back my unlimited internet after passing certain speeds. I have continued to receive warnings from them that they are doing this. AT&T is a large company and is taking advantage of me.



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[Ticket: # 443872 - Data caps and speed throttling](#)

**Date:** 8/3/2015 12:51:19 PM

**City/State/Zip:** Farmington, New Mexico 87401

**Company Complaining About:** Comcast

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## **Description**

Certain internet traffic and websites are constantly throttled. Netflix for example.

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**Ticket: # 444326 - Throttling by ATT**

**Date:** 8/3/2015 2:42:20 PM

**City/State/Zip:** Brooklyn, New York 11201

**Company Complaining About:** AT&T

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## **Description**

I'm fed up by ATT's data caps on their "unlimited" data plan. I've received messages two months in a row that if my usage exceeds 5GB, I'll be throttled: "If you exceed 5Gb before your next cycle...you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion." Of course, ATT provides a very vague definition of what "network congestion" means, and users have no way to check this congestion to determine whether they should even attempt to use the network or not at a given time and place.

This policy of throttling when you meet a predefined--and small, given the nature of streaming data nowadays, even on mobile--data cap violates at least the spirit of the FCC's recently promulgated net neutrality rules. In effect, ATT is both discriminating based on the content of data (if you want a lot of videos or deal with a lot of emails with large attachments, say, you're going to get throttled) and is creating something of a chilling effect on using data in the first place by making customers concerned that if they don't cut their high bandwidth usage, they won't be able to access possibly critical data at important times. This is not just theoretical. This has happened to me, and I can't be the only one.

Thanks for your time.

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**Ticket: # 444478 - Comcast is throttling my internet.**

**Date:** 8/3/2015 3:20:53 PM

**City/State/Zip:** Chicago, Illinois 60618

**Company Complaining About:** Comcast

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## **Description**

I have lived at this address for just over a month and I have noticed massive discrepancies with the internet provided by Comcast. My current download speed on Speedtest.net is a pitiful 0.94 Mbps. But my upload is an amazing 11.67 Mbps. Yesterday, at 2AM, my download speed was 11 Mbps, but I could not even stream a low quality 480p video, even though my speed should be enough to easily stream 1080p. Often times, I cannot even access Reddit or Facebook on my phone on the wifi here, because the speed is being throttled so low. I cannot play Hearthstone or Dirty Bomb, even when I am getting 11 Mbps. It's obvious Comcast doesn't like that I do a lot of gaming, downloading and streaming on content and tries to throttle. This business is nothing but a bunch of criminals, but unfortunately my only real options are Comcast or AT&T, and they are not any better.

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**Ticket: # 444604 - Please, please do not let ISPs implement data caps!**

**Date:** 8/3/2015 3:48:08 PM

**City/State/Zip:** Windsor, Colorado 80550

**Company Complaining About:** At&t Mobile 4g Wifi Router And Tmobile Cell Phone

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## Description

My husband and I travel a lot in an RV. Have you ever tried to get tv service in an RV in the mountains? There's a much higher chance of getting cell service at 4G than there is finding any signal over the air. So we rely highly on Netflix over AT&T 4G wifi router to watch tv in the afternoons and evenings. But tethering usage on 4G costs more in addition to the fee we paid to access the 4G network, plus there are hard caps that charge extra for more bandwidth (AT&T charges \$50 for a prepaid 5 Gb plan for a whole month, or \$75 for 8Gb. That is exactly 2 or 4 HD movies for an entire month. We can easily go through that in one night, especially on a rainy day!). So to get around the caps you have to pay more for better bandwidth, more to get past data caps, more for tethering, more for everything. Or you can watch on Tmobile mobile devices and get throttled after 1Gb of usage unless you pay \$40 a month. Or you can go home and record some movies to take with you on a hard drive, except if you are unlucky enough to live in an area that has a Comcast 300Gb data cap, which limits you to 10Gb per day of data (after overhead that's about 4 movies, so you better not have a big family or you'll have to open a second Comcast account. Or Third. Or fourth).

We get triple dinged for internet traffic that is already being paid for by Netflix's contract with Comcast, therefore Comcast gets paid 4 times for the same traffic:

- 1) We pay once for the monthly data plan
- 2) We pay again when we go over the data cap
- 3) We pay Netflix higher prices because it has to pay Comcast.
- 4) Netflix pays comcast to get past throttling and caps

And now comcast is rolling out Stream so you will quit paying for Netflix and start paying for their service that doesn't count toward a cap. How exactly is that net neutral?

Not to mention mobile tethering fees, cost of buying a tethering router, and non-transparent "fees" added for no telling what reason if we are outside the Comcast area.

The cost of internet has become unbearable. The average citizen is about to revolt and quit using the internet. The town I live in has zero choice other than Comcast, which can charge whatever it wants. Century link doesn't have service in my home town. The only other option is Hughes Net DSL which has extremely low data caps that are not congruent with streaming of any sort. Nobody can make full use of their internet speeds when low data caps are imposed. Internet TV is simply out of reach for anyone who cannot afford to pay exorbitant rates for 4G data subject to extremely low caps. THERE IS NO COMPETITION HERE! And the state of Colorado does not permit cities to create municiple broadband. The citizens are being raped by big cable.

I recently received a phone call telling me I could get cable with internet for only 5 dollars more or I could stick with internet only and my monthly cost would go up by \$15. That sounds to me like extortion. I would rather subscribe to Netflix's dvd plan than pay Comcast for usage based

bandwidth. They refuse to provide usage based cable, but they sure are interested in tiered charging so they can triple dip into multiple revenue streams on the exact same data conversation traversing their networks, which costs only a few pennies to transport. It's shameful, truly shameful.

AT&T and Tmobile in the Windsor colorado area are limiting bandwidth to entirely too small amounts to be useful for streaming. Comcast hasn't rolled out caps here yet but makes no secret that it wants to. And comcast calls us and threatens us with increased future prices for using the unlimited data we already pay for. The implication is "go ahead, use more than 300Gb and we'll make you pay for a higher priced plan".

I can understand that electric companies and water companies charge metered rates, and it's tempting to think of internet the same way. But it isn't. The ISPs are trying to dethrone Netflix by forcing people to use their own streaming services that don't count against data caps. It's a thinly veiled attempt to prolong their outmoded cable tv model.

It is high time that the last mile be opened up to the competition. It should not be possible that there is precisely one internet option for streaming tv only 4 miles outside a big city.

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**Ticket: # 444950 - Outrageous billing and stalled speeds**

**Date:** 8/3/2015 5:35:39 PM

**City/State/Zip:** Owensboro, Kentucky 42301

**Company Complaining About:** AT&T

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## **Description**

My parents live in Owensboro, Kentucky. In Owensboro, both TWC and AT&T/DirectTV are the most common ISPs. My parents have paid \$100 a month for over ten years now, largely for their antiquated cable television package. The real issue is their "ultrahigh speed package.". They have attempted to speed their internet, only to be told by a U-Verse technician that the areas lined infrastructure has not been upgraded since 1977, and is impossible to speed or alter. They have been paying top price for a 56-750 kbs download speed/30 kbs upload speed. Most of the internet is now beyond their grasp, and many of U-Verses KY customers are in similar positions. Desperate for speed, but constantly told that it cannot be done and that even when paying the maximum, true broadband is not possible. Please investigate the corrupt business practices of AT&T U-Verse, and put an end to this insane throttling/horrible infrastructure. It's criminal our taxes went to build a system we cannot afford nor barely access.

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**Ticket: # 444990 - AT&T Throttling speed for mobile/iphone because I have unlimited data plan**

**Date:** 8/3/2015 5:54:44 PM

**City/State/Zip:** New York, New York 94301

**Company Complaining About:** AT&T

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## **Description**

For years I've been getting my speed throttled to the point it's unusable because of my unlimited plan. Thanks to the notifications, I've gone back and realized I get throttled each month more often than it isn't. Essentially the 'unlimited' plan is actually 5 gigs a month. Not nearly enough in this day in age. As a matter of fact, new customers (that pay more) have no such limitations. This of course costs them nothing, it's only a way of getting more money out of their customers. To punctuate this point, I make less than 20 calls/month and am always WAY under my allowed minutes. I've never hit half my allowed minutes, yet at day 9 or 10 I receive a notification that I'm at 75%. I'd rather give my business to someone else, unfortunately that's tough when ATT and Verizon are close to monopolizing the telecom industry (like they are with Internet territories). I've had an account with AT&T for 10+ years.

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[Ticket: # 445369 - Comcast throttling connection to Twitch.tv](#)

**Date:** 8/3/2015 8:12:03 PM

**City/State/Zip:** Naples, Florida 34112

**Company Complaining About:** Comcast

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## Description

I have been having buffering/streaming issues with twitch.tv. It isn't on twitch's end because their equipment is more than capable of handling the traffic it gets. I am also able to bypass some of this throttling by using a VPN to connect to a network outside of the US and using that connection to watch twitch.tv without issue. I should note, that if I use some VPN connections within the US, I see the same issues with twitch. Comcast is now throttling known VPN connections in an attempt to make its users stop using them.



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**Ticket: # 445598 - Data cap**

**Date:** 8/3/2015 10:27:15 PM

**City/State/Zip:** Carthage, Missouri 64836

**Company Complaining About:** Sudden Link

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## **Description**

Either charge me for speed and give me an unlimited cap, or charge me for a cap and give me unlimited speed. It's ridiculous that we're essentially paying for both.

Imagine if our water company charged for PSI and usage. Or our electric company throttling wattage. It's immoral, wrong, and just plain ridiculous.

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**Ticket: # 458120 - Please, please do not let ISPs implement data caps!**

**Date:** 8/10/2015 9:42:47 AM

**City/State/Zip:** Windsor, Colorado 80550

**Company Complaining About:** At&t Mobile 4g Wifi Router And Tmobile Cell Phone

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## **Description**

My husband and I travel a lot in an RV. Have you ever tried to get tv service in an RV in the mountains? There's a much higher chance of getting cell service at 4G than there is finding any signal over the air. So we rely highly on Netflix over AT&T 4G wifi router to watch tv in the afternoons and evenings. But tethering usage on 4G costs more in addition to the fee we paid to access the 4G network, plus there are hard caps that charge extra for more bandwidth (AT&T charges \$50 for a prepaid 5 Gb plan for a whole month, or \$75 for 8Gb. That is exactly 2 or 4 HD movies for an entire month. We can easily go through that in one night, especially on a rainy day!). So to get around the caps you have to pay more for better bandwidth, more to get past data caps, more for tethering, more for everything. Or you can watch on Tmobile mobile devices and get throttled after 1Gb of usage unless you pay \$40 a month. Or you can go home and record some movies to take with you on a hard drive, except if you are unlucky enough to live in an area that has a Comcast 300Gb data cap, which limits you to 10Gb per day of data (after overhead that's about 4 movies, so you better not have a big family or you'll have to open a second Comcast account. Or Third. Or fourth).

We get triple dinged for internet traffic that is already being paid for by Netflix's contract with Comcast, therefore Comcast gets paid 4 times for the same traffic:

- 1) We pay once for the monthly data plan
- 2) We pay again when we go over the data cap
- 3) We pay Netflix higher prices because it has to pay Comcast.
- 4) Netflix pays comcast to get past throttling and caps

And now comcast is rolling out Stream so you will quit paying for Netflix and start paying for their service that doesn't count toward a cap. How exactly is that net neutral?

Not to mention mobile tethering fees, cost of buying a tethering router, and non-transparent "fees" added for no telling what reason if we are outside the Comcast area.

The cost of internet has become unbearable. The average citizen is about to revolt and quit using the internet. The town I live in has zero choice other than Comcast, which can charge whatever it wants. Century link doesn't have service in my home town. The only other option is Hughes Net DSL which has extremely low data caps that are not congruent with streaming of any sort. Nobody can make full use of their internet speeds when low data caps are imposed. Internet TV is simply out of reach for anyone who cannot afford to pay exorbitant rates for 4G data subject to extremely low caps. THERE IS NO COMPETITION HERE! And the state of Colorado does not permit cities to create municiple broadband. The citizens are being raped by big cable.

I recently received a phone call telling me I could get cable with internet for only 5 dollars more or I could stick with internet only and my monthly cost would go up by \$15. That sounds to me like extortion. I would rather subscribe to Netflix's dvd plan than pay Comcast for usage based

bandwidth. They refuse to provide usage based cable, but they sure are interested in tiered charging so they can triple dip into multiple revenue streams on the exact same data conversation traversing their networks, which costs only a few pennies to transport. It's shameful, truly shameful.

AT&T and Tmobile in the Windsor colorado area are limiting bandwidth to entirely too small amounts to be useful for streaming. Comcast hasn't rolled out caps here yet but makes no secret that it wants to. And comcast calls us and threatens us with increased future prices for using the unlimited data we already pay for. The implication is "go ahead, use more than 300Gb and we'll make you pay for a higher priced plan".

I can understand that electric companies and water companies charge metered rates, and it's tempting to think of internet the same way. But it isn't. The ISPs are trying to dethrone Netflix by forcing people to use their own streaming services that don't count against data caps. It's a thinly veiled attempt to prolong their outmoded cable tv model.

It is high time that the last mile be opened up to the competition. It should not be possible that there is precisely one internet option for streaming tv only 4 miles outside a big city.

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**Ticket: # 446431 - Centurylink Throttling Netflix traffic.**

**Date:** 8/4/2015 12:10:59 PM

**City/State/Zip:** Tucson, Arizona 85747

**Company Complaining About:** Centurylink

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## **Description**

I am on CenturyLink Fiber (Gpon) 40 meg package. I should have Zero problems streaming UHD from Netflix.

Netflix's requirements are:

"A TV compatible with Ultra HD streaming from Netflix.

A plan that supports streaming in Ultra HD. You can check which plan you're currently on at [www.netflix.com/ChangePlan](http://www.netflix.com/ChangePlan).

A steady Internet connection speed of 25 megabits per second or higher.

Streaming quality set to "High." More information about video quality settings can be found in our [Playback Settings](#) article."

My TV is Netfilx capable. Samsung HU8550 65 inch. I sub to the netflix UHD service and sub to a plan over 25 megs and am set for high through netflix's settings. In fact, 40 megs should be more than enough to handle UHD plus any additional overhead from web surfing youtube video viewing, ect.

Majority of the time when I am watching UHD there is no additional overhead.

What I notice that happens quite often the quality will drop to 480P for 3-5 min and then jump in between 720 and 1080P. Sometimes It will just stay at 1080P. Other times it will make the jump up to 2160 into UHD. The issue is that it's not consistent where it should be.

On top of that when I had Cox I never had this issue. It went up to 2160 every time without any issues. This is really frustrating. I am on fiber and shouldn't be having any issues like this. Calls to Century Link and Neflix just blames each other when it's obvious that Centurylink is throttling the pipe to Netflix.

Edit: This happens quite often peak hours 3-10 pm.

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**Ticket: # 446647 - Comcast Data Cap****Date:** 8/4/2015 12:57:14 PM**City/State/Zip:** Savannah, Georgia 31401**Company Complaining About:** Comcast

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**Description**

I live in Savannah, GA which is currently one of the 'test markets' for Comcast's ludicrous data cap system. I telecommute and require steady, reliable and fast broadband internet to remain employed. Naturally, this uses quite a bit of data considering I work everyday. I also like to use my internet to enjoy movies and video games. When I moved to Savannah there were only 3 choices of internet with 2 broadband providers. Only Comcast had a package with download/upload speeds that were viable to my employment. I was not aware of any data cap being implemented and it is ridiculous that this company has what essentially amounts to a monopoly and can not only throttle my internet speed but also limit how much data I can use with that throttled speed. I also find it abhorrent that this data cap is in place for only certain cities. When I moved here there was no such cap and if I lived in another city where Comcast exists as one of the only providers I wouldn't have any cap at all. The fact that I may have to pay overage fees when I use less data than someone in another city or even part of the same state is unfathomable and unscrupulous. Do I have no other recourse than to either limit my data usage, pay overage fees, or change to another provider with an inferior quality product simply because Comcast has no competition?

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**Ticket: # 448169 - DSL service throttling**

**Date:** 8/4/2015 7:11:32 PM

**City/State/Zip:** West Valley City, Utah 84119-3251

**Company Complaining About:** Centurylink

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## **Description**

I purchased home telephony service through Verizon Wireless in January and my Century Link DSL service, which is the sole service I have through Century Link now, has been throttle back from 1.536 Mbps down and .768Mbps up to 1.024 Mbps down and 0.64 Mbps up. In other words I have one-third less bandwidth than previous to this change of service. I have kept the exact same paid for service of 1.5Mbps down and 1.0Mbps up as before this change in service contracts. If I could I would get fiber optic for the same price and have at least 30 times the bandwidth I have presently but that would require me moving across the street.

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**Ticket: # 448320 - Data Caps**

**Date:** 8/4/2015 8:00:44 PM

**City/State/Zip:** Bryan, Texas 77807

**Company Complaining About:** Suddenlink

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## **Description**

Suddenlink's data caps and constant throttling of my data is unjust and unfair. It isn't what I pay for, and is unacceptable.

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**Ticket: # 448586 - Open Internet**

**Date:** 8/4/2015 10:54:14 PM

**City/State/Zip:** Mill Valley, California 94941

**Company Complaining About:** AT&T

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## **Description**

ATT Uverse customer and every day from 5PM to 9PM youtube and some other popular video sites are limited to 150-300KB max. Opening a vpn to my work on comcast 10 miles away removes any issues and speeds reach 3000KB. When i setup a vpn to a friends internet connection 1 house away on sonic.net speeds still at 3000KB. And any other vpn speeds sustain at 3000KB.

When i called uverse about the issue they said that they do not throttle traffic at all as that would be illegal.

In the attached file shows the network traffic being throttled then stopping traffic starting vpn refreshing page and reloading video.

This has been going on now for at least 1.5 years and this is not right

Please help how ever you can.

Thank You



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**Ticket: # 448682 - Charter Communications is shaping and throttling**

**Date:** 8/5/2015 1:35:53 AM

**City/State/Zip:** Chesterfield, Missouri 63017

**Company Complaining About:** Charter

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## **Description**

I know Charter Communications is shaping and throttling their network speeds below the advertised value. I know this because I have been running Neubot on their network for over 3 weeks. During this time I took myself offline for 4 days(7/31/15 - 8/4/15) and when there was no internet activity the speeds DEFINITIVE show signs of being throttled. I want to file this complaint before they merge with Time Warner Cable company for the reason of these business practices should not be allowed at the prices they charge. They are gouging the market for money and they do not deliver the service as advertised. I am able to provide the log from Neubot:

ituid Random unique identifier of this Neubot agent c8ec74af-b6e2-4440-b6fd-ed47df2ae02

This company has been price gouging St. Louis for years as the only decent internet service and they are making millions by shaping and throttling our speeds below the advertised values. I wanted to bring this to your attention before these ill gotten funds are used to buy Time Warner Cable and effect more homes.

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**Ticket: # 449528 - TIME WARNER CABLE INTERNET PACKAGES****Date:** 8/5/2015 1:14:16 PM**City/State/Zip:** Kyle, Texas 78640**Company Complaining About:** Time Warner

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**Description**

I live in Kyle, a small town just south of Austin, TX. The only ISP here is Time Warner cable, I wish someone would explain to me how Time Warner's marketing of internet service is not in violation of open internet rules. Their packages, it appears, to amount to a form of throttling. I do not believe I can buy a telephone package that is based on speed. Why are ISPs allowed to categorize their service based on speed? Isn't that effectively throttling? Why must I "sit at the back of the bus" when all occupants are capable of traveling at the same speed? ISPs are effectively favoring specific customers in this practice and I would like to know why everyone is not allowed to travel down the information highway at the same speeds.

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**Ticket: # 451780 - AT&T Throttling Text Message****Date:** 8/6/2015 10:22:23 AM**City/State/Zip:** Macon, Georgia 31210**Company Complaining About:** AT&T

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**Description**

For the second straight month, AT&T has sent my daughter, who is on my account, a data throttling warning text stating that if she exceeded 5GB on her unlimited data plan, that her speed would be throttled until the end of the billing period. After she received the first text, I called AT&T who after transferring me to a mobility data specialist, stated that the message was a mistake and should not have been sent, but all users regardless of data plans would have their speed reduced if the network was congested. However, today she received the message again. As she lives and works in the Washington, DC area, I doubt that AT&T has a network that is not robust and that the continued use of these throttling threats is just another ploy on their part to move us off the unlimited data plan.

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**Ticket: # 452384 - CentruyLink Throttling High Bandwidth Serveries I Use****Date:** 8/6/2015 1:17:02 PM**City/State/Zip:** Orono, Minnesota 55391**Company Complaining About:** Centurylink

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**Description**

We recently moved to a different part of town, and we transferred our CentruyLink service to the new address. I frequently use Steam to download games, and from past experience, I know that their servers can support up to 40 MB/S download speeds. My computer is also a top of the line gaming rig, and it has no viruses. That is why I believe that I am being throttled on Steam to 1/10 of the connection speed we are paying for. Other high bandwidth sites are also throttled, like YouTube and Netflix, and it use to be manageable if only one device was on the network at a time, but now even one device can't use these online services with out interruptions or delay. Customer service at CentruyLink kept telling me to unplug and replug in my router, use my phone to test the internet speed, but the issue is not the connection speed itself. Certain sites are being throttled to the point they are not usable. Right now, I have been trying to download a game for over 30 hours. It is 33 gigabyte in size, and we have 5 megabits per second speed. 33 gigabytes is 251770 megabits, when divided by  $5 * 60 * 60$ , we get 13.98 hours, and the download is still going. Even at times like 3 AM, when peak internet usage is over, speeds did not increase.

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**Ticket: # 452841 - Breaking Neutrality**

**Date:** 8/6/2015 3:20:39 PM

**City/State/Zip:** Connellsville, Pennsylvania 15425

**Company Complaining About:** Sprint

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## **Description**

Sprint Account under the name of Edward Kimmel. I wish to file a complaint against Sprint for throttling certain hours of the day. Since the week of July 27th 2015, our internet has been running at less than half speed between the hours of 7am-4pm EST. We have an older unlimited plan with older cards, and I believe being targeted as we will not upgrade to one of their newer plans. Each time we call to complain we are told they are not working on any towers. Basically all is fine and the blame gets put on our older plan and older cards. We have 2 different cards in 2 different counties in Pennsylvania 70 miles apart, and both cards have the same problem. We are being throttled and Sprint will deny this. Sprint has even has us down for a week here and there. The holidays is when Sprint really throttles, taking you down for the holiday week, and then magically the internet is restored. This has been going on for years now and they need to be heavily investigated to find out why this is being done to us. We pay \$112 each month for this service and cannot enjoy what we pay for. We were promised back in 2005 unlimited lifetime internet. It has been a horrible last couple years dealing with Sprint. They should be properly investigated for throttling

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[Ticket: # 455634 - AT&T Throttling and changing our service plans without our knowledge](#)

**Date:** 8/7/2015 4:33:13 PM

**City/State/Zip:** Philadelphia, Mississippi 39350

**Company Complaining About:** AT&T

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## Description

We received a letter in the mail today stating we have exceeded our DSL GB cap, but when we signed up for AT&T DSL we signed to an unlimited data plan. We have all of our bills stating an unlimited data but the representative we spoke to said we never had unlimited data. On-top of all this they have been throttling our internet connection for 2 years now. We have a 1mb down plan and receive 100kbs at peak downloading speed they claim it's because were farther from the DSL box but when I connect to a VPN my internet speed jumps to 900kbs down. Please do something about this.

██████████  
Philadelphia, MS, 39350

██████████

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**Ticket: # 456272 - Throttling/Purposeful Interference**

**Date:** 8/8/2015 1:02:43 AM

**City/State/Zip:** Ofallon, Illinois 62269

**Company Complaining About:** Charter

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**Description**

Certain services I use will be greatly slowed, despite a good connection and low ping. This is typically a symptom of throttling or bottlenecking, of course this could also be a problem with the source of the service, but given that other regions are not experiencing problems and that people with different ISPs are not seeing any slowdown, this seems to be moreso an issue of Net Neutrality and the open treatment of all data as equal.

This problem does not require a house call of any sort, but instead fixing or removing any sort of programmatic blocks that would cause a service to be slow despite good connection and the service itself being in working order.

I repeat: I DO NOT want a truck to come out as i have already had one come out, replace some parts in that outside pylon charter uses and install a new cable. But 'lo and behold, the problem arises once again.

Also, the reason i am using the FCC complaint form is because, unlike calling Charter, which tends to lead to either resetting the modem or the need for yet another house call for someone to come in and say everything is alright, this seems to light a particular fire under the company and I for one am very pleased that this was implemented.

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**Ticket: # 457311 - AT&T Unlimited Data Throttling****Date:** 8/9/2015 1:22:36 AM**City/State/Zip:** Tulsa, Oklahoma 74105**Company Complaining About:** AT&T

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**Description**

Once again, this month I have been subjected to throttling by AT&T because I use my unlimited data plan. I have called them numerous times about this and they claim there is nothing they can do about it. The only form of contract we have ever received from them is our monthly bill, which makes no mention of throttling anywhere on it. I can provide a copy of this if needed.

AT&T claims that when throttling, they cut back to 3G speeds. However, in my experiences, the speeds are much slower than any 3G network and render the data plan practically unusable. I rarely have access to WiFi hotspots, and rely on data to get work done for my job and school. These reductions in speed are simply unacceptable and AT&T has absolutely no right to violate their contract with me regarding unlimited 4G data.



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**Ticket: # 457341 - Throttling**

**Date:** 8/9/2015 4:47:11 AM

**City/State/Zip:** Belgium, Wisconsin 53004

**Company Complaining About:** Bertram Wireless

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## **Description**

ISP has been throttling a lot of internet services, so you can't even get what you're paying for.

Web surfing is throttled to 250KB/s (when my plan should go up to 580KB/s)

Video streaming is throttled to 180KB/s.

All of this is to hide how horribly they've been overselling their service, but I'm getting ripped off because they don't ALLOW me to use the speed that I'm paying for to be ALLOWED to use in the first place.

I'd prefer my name be kept anonymous, as my ISP makes a habit of using scare tactics on people who complain about their service publicly.

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**Ticket: # 457373 - Subjected to undisclosed "network management"?**

**Date:** 8/9/2015 9:07:15 AM

**City/State/Zip:** Zionsville, Indiana 46077

**Company Complaining About:** Sprint

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## **Description**

I am on an unlimited data plan on Sprint, and pay an additional \$10/month because I use a device that uses LTE data. Sprint discloses no "limits" or slowing of data after certain thresholds. I believe that my bandwidth is probably being throttled in an undisclosed manner.

On 8/8/2015, I appeared to be having good data connections and performance. That evening, I streamed one Netflix program, and one Netflix movie, with good performance.

On the morning of 8/9/15, my internet service was SEVERELY degraded, with data services often unavailable. When available, speedtest.net measured a download bandwidth of 0.1MBPS - FAR below the speeds achieved the night before. My geographic location did not change on these dates.

Needless to say, I suspect that my data capability has been "throttled" in a manner undisclosed to me in my contract terms/conditions.

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**Ticket: # 459399 - Comcast Throttling Netflix?****Date:** 8/10/2015 4:31:59 PM**City/State/Zip:** Hartford, Connecticut 06103**Company Complaining About:** Comcast

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**Description**

I currently pay for Comcast's highest residential tier internet (150mbps Down). Since I began using it, I have experienced great speeds in most applications (and speed tests). However, when trying to watch Netflix, at any time of day, I find myself having to wait for buffering and getting stuck on standard definition quality. I have tested the possibility of throttling by signing into my company's VPN and streaming from there. When using a VPN, I experienced no issues watching HD Netflix content. This would lead me to believe there is some Netflix-specific bandwidth choking occurring. I pay an exorbitant amount of money each month for the "best" internet available and I feel as though I'm being prevented from accessing a "neutral" internet. My coworker recommended filing a complaint, as I don't use cable and Netflix/streaming is the primary reason I have internet.

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**Ticket: # 460105 - Comcast/Xfinity data cap**

**Date:** 8/10/2015 9:02:43 PM

**City/State/Zip:** Euaharlee, Georgia 30145

**Company Complaining About:** Comcast

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## **Description**

Sir or madam,

I am writing to complain to you about the exhorbent charges for Comcast/xfinity data usage. They originally instituted their data limits, sorry "cap", years ago when technology was at a much lower level than today's technology. Today's technology required additional bandwidth and additional data. My home has 3 computers, 3 tablets, 3 mobile phones with wifi capabilities, 4 video game systems as well as having some smart home devices that require wifi as well as 2 smart TV's. We are a typical modern american family of 4 (2 adults and 2 school aged children). Net neutrality was supposed to exist and yet our "net" is monitored and is capped. My wife has a home based business as do I as a side job yet Comcast business class is not available to us. Why? Because they have added a line to their application process online that states "not available to home based businesses". We use data. I will not deny that. The problem is, Comcast offers its residential customers no tiers for data usage, I can not increase my internet speed (which comes at additional cost) and add data either. They have a hard data cap at which they charge you overage charges. How is this not illegal after the net neutrality ruling recently that forbid companies from throttling data after a certain point? How is it also not illegal for them to disallow me business class internet because our business happens to be ran out of our home? This is discriminating against small business owners. I would like to formally file a complaint against xfinity/Comcast for this reason. They are imposing a cap on data and they will not offer to allow me either to purchase business class Internet or pay an upfront predesignated cost for a larger amount of data. Technology is ever improving, data demands due to this technology is also ever increasing yet Comcast is unethically not allowing their customers to stay current with technology due to these limits that are imposed. Thank you for your time.

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**Ticket: # 460161 - net neutrality broken**

**Date:** 8/10/2015 9:45:34 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73110

**Company Complaining About:** Cox

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## **Description**

We got cox cable internet less than a week ago. We are paying for 15MB /second speed. This was verified as bought service/install scheduled, to be the TRUE speed we would receive. There are no data caps we were told of. On day one, it was fast. The terminal in linux measured it at 5000kB/s, which is what tech support says is your download speed. None of this was clarified on purchase; they now claim download isnt 15MB, but 5mB, still equalling 5000kb the same. On day two, it slowed to 50-60kb/s, which is certainly NOT 5000kb they promise on the phone should be in place. It appears, they are fudging by whitelisting speedtest sites, same way is documented for T-Mobile, our prior carrier. This serves to UNTHROTTLE you when trying to test, if youre not computer savvy. Today, is the best speed Ive seen on download; 500kb/s, but this is only one TENTH what we were promised. When I googled "cox throttling" I got this page with 2 former employees, one an exec, who claim indeed cox throttles - tho in their TOS they state they dont; he says it claims not for legal reasons, not reality reasons. I am now trying to download a 2gig live cd ; the estimate says 9 hours! This is not what we are paying for. Its no better than dialup and I would like you to help cox provide us with actual, modem 5000kb (5mb download) or even the 15mb I was assured, was a REAL actual speed number, not an overinflated one, on purchase day.

We use no router, nor wireless, and purchased a hundred dollar modem from them for this - no excuses about wireless or routers in the way - this is actual speed measured and not via speedtest sites that are eerily whitelisted to lie to the consumer. :) They can find the a/c number as we're new, by our phone number. We have no bill yet.

Thanks

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[Ticket: # 461243 - AT&T throttling Internet speed on phone](#)

**Date:** 8/11/2015 1:39:01 PM

**City/State/Zip:** Federal Way, Washington 98023

**Company Complaining About:** AT&T

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## **Description**

Internet speed is throttled to near unusable on unlimited bandwidth plan after 5gb threshold.

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**Ticket: # 464023 - Pen Tella Data ISP**

**Date:** 8/12/2015 2:41:46 PM

**City/State/Zip:** Mount Pocono, Pennsylvania 18344

**Company Complaining About:** Pen Tele Data

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## **Description**

Recently they changed peak hours from 8pm to 1am to 24/7 monitoring. not to mention the countless throttling my connecting experiences throughout these peak hours

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**Ticket: # 464543 - Throttling of internet**

**Date:** 8/12/2015 4:46:11 PM

**City/State/Zip:** Lowell, Massachusetts 01851

**Company Complaining About:** Comcast

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### **Description**

I pay for 150 Mbps internet and I am currently being throttled by Comcast to 30Mbps. It says on my account page that their 250gig limit has been suspended but I only noticed this after I went over the 250 gig limit. I'm attaching the link showing the speed report



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**Ticket: # 464579 - Complaint - Wildblue throttling down internet services**

**Date:** 8/12/2015 4:55:03 PM

**City/State/Zip:** Evanston, Wyoming 82930

**Company Complaining About:** Wildblue Or Viasat

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## **Description**

To Whom It May Concern:

I have copied and pasted below the email I received from wildblue on July 22, 2015. From what I have read and been told, it is illegal to throttle down or slow down my services because of usage. They continue to charge me the full monthly rates but my services are so slow that I cannot effectively use it for the purposes I obtained their services in the first place.

wildblue.usage@viasat.com

Jul 22

to me

Dear WildBlue customer,

Your WildBlue Internet access speeds have been slowed down in accordance with our Fair Access Policy (FAP), which can be viewed at this site.

You have used more bandwidth in the last 30 days than is allowed on your WildBlue plan's Usage Threshold. This is commonly caused by the downloading and/or uploading of large files or large quantities of files. If the cause of this excessive usage can be accounted for by yourself or another user of the system, you will want to ensure that all users are aware of the WildBlue policy regarding excessive usage. You may also want to take measures to ensure that usage (viewable by following the steps outlined here) is kept within acceptable levels.

If, after discussing this matter with all users of the service, the excessive usage cannot be accounted for, it may have been caused by the misuse of your system by an outside user. Unfortunately this would mean that the security of your system has been compromised, and will need to be secured as soon as possible. To remedy this issue, we recommend you follow these steps:

1: Ensure that you have applied all critical patches and service packs to your operating system (i.e. Windows). These are available at <http://windowsupdate.microsoft.com>. Microsoft Internet Explorer is required to access this page.

2: Ensure that your anti-virus software is up to date. New virus definitions come out frequently, so if you are uncertain if your program is up to date, you will want to ensure that it is. Most can be configured to update on their own. If you do not have anti-virus software, you will want to acquire some. This should be available at most retail stores.

3: Have your system serviced by a professional. In a large number of cases, there has been a breach in the security of the affected system. This could possibly lead to more severe issues, or a recurrence of that which has been brought to our attention.

Please be aware that future occurrences, whether intentional or not, can result in the degradation of your service again. Your service will be returned to its previous operating levels once your cumulative previous 30-day's usage has decreased to 70% of your Usage Level.

Repeated offenses will result in the slowing of services and restriction of access (to email and web services).

General Statement as to why WildBlue has a Fair Access Policy:

To ensure equal Internet access for all subscribers, we maintain a fair access policy. Fair access establishes an equitable balance in Internet access across the WildBlue Services by service plan for all WildBlue customers regardless of their frequency of use or volume of traffic. To ensure this equity, you may experience some temporary throughput limitations. WildBlue Internet access is not guaranteed.

If you have any questions, please visit the help section of our website or call WildBlue Customer Care at 1-888-278-6858.

Thank you,  
WildBlue

P.S. If you find your data needs per month are higher than your allowable Usage Threshold, please consider upgrading your WildBlue package by calling WildBlue at 1-888-278-6858.

Please let me know what options are available for me to either see my services restored or what can be done so that my services are not throttle down.

Respectfully,

██████████

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**Ticket: # 465428 - ATT Throttling**

**Date:** 8/13/2015 12:46:22 AM

**City/State/Zip:** Alpharetta, Georgia 30005

**Company Complaining About:** AT&T

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### **Description**

ATT throttling Youtube and Netflix at peak hours and after certain bandwidth usage. I cannot play a 360p video without it skipping with a 20 mbps connection at peak hours and at the end of the month after extensive data usage

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[Ticket: # 466878 - Throttling still continues/costing me money and professional reputation](#)

**Date:** 8/13/2015 4:04:59 PM

**City/State/Zip:** Empire, California 95319

**Company Complaining About:** Hughes Net

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## **Description**

Huesghnet has been throttling my internet use repeatedly! This is extremely problematic because I am a freelance IT worker and this limiting of my access to the internet speed that I am paying for causing my progress on projects to be slowed down to a level that reflects poorly on me as an IT worker. This is costing me I don't even know I'm losing.

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**Ticket: # 467898 - Very Poor 3G !**

**Date:** 8/14/2015 3:53:14 AM

**City/State/Zip:** Thorne Bay, Alaska 99919

**Company Complaining About:** Alaska Power And Telephone???

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## **Description**

The coverage map says that at my address ( [REDACTED], Alaska 99919) should have extended 3G coverage on my cell phones hot spot. The 3G internet is less than 1X. I am lucky to get 10 or 15 Kbps. I cannot find out who controls the tower. Are they throttling or governing the internet speed? Are they not sharing the broadband? I am in town. I should at least get 3G or better!

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**Ticket: # 469822 - Streaming video throttling**

**Date:** 8/14/2015 7:34:54 PM

**City/State/Zip:** Athens, Georgia 30605

**Company Complaining About:** Charter

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## **Description**

I recently signed up for HBO Now, HBO's internet streaming service. My connection to this service is frequently disrupted, with video buffering occurring every few minutes and nearly constant switching between low and high definition. When I switch to Netflix, a company which has already succumbed to the pressures of the cable industry, no disruption occurs. While buffering with HBO Now, a concurrent internet speed test shows excellent connectivity and my expected internet speeds (~18Mbps, which is good for the US, though poor in general). I believe Charter is throttling the connection to this service, which negatively impacts their HBO earnings.

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**Ticket: # 470189 - Xfinity and Netflix**

**Date:** 8/15/2015 12:59:47 AM

**City/State/Zip:** Greenfield, Indiana 46140

**Company Complaining About:** Comcast

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## **Description**

I have gone from Xfinity, to Uverse, then back to Xfinity for my internet service. The xfinity is faster on all fronts. Except for Netflix. I believe I am being throttled for using Netflix because I had the lowest speed with Uverse and the streaming was perfect. But with Xfinity, I am getting constant buffering when my connection and speed are near perfect.

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**Ticket: # 470205 - Time warner**

**Date:** 8/15/2015 1:33:49 AM

**City/State/Zip:** Dallas, Texas 75223

**Company Complaining About:** Time Warner

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## **Description**

Every night between midnight and 1am my internet connection crawls to a stop. Every night! Can you please investigate Time Warner (In Dallas,Tx) and their throttling back their connection speed to customers? This is exactly why net neutrality was set in place.



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**Ticket: # 471074 - Netflix Being Throttled****Date:** 8/16/2015 12:45:45 AM**City/State/Zip:** Littleton, Colorado 80120**Company Complaining About:** Comcast

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**Description**

I have Comcast internet service. I do not have cable television service. This evening, Netflix streaming service stopped abruptly and after 5 minutes, still was not playing. 2 independent speed tests showed that I was getting great download speeds (over 30 mbps) and yet I couldn't stream even low def content. I called Comcast and after "resetting my modem," Netflix suddenly started working again. I believe Netflix was being purposefully throttled. I think Comcast wants me to either pay for cable television, faster internet, or both and that they will continue to throttle streaming services until I pay them for more services.

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**Ticket: # 471175 - BAN DATA CAPS**

**Date:** 8/16/2015 10:10:17 AM

**City/State/Zip:** Sausalito, California 94965

**Company Complaining About:** AT&T

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### **Description**

AT&T DSL internet have enforced DATA CAPS which are outrageous meaning it limits our internet use considerably. Comcast, ugly fat faced DAVID COHEN, CEO insists he can do anything he wishes regarding DATA CAPs. Hands off the internet, how dare these companies rip off the public as the internet is not theirs to limit, throttle, data caps or even charge. FCC stop this indecent practice !

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[Ticket: # 471206 - open Internet, broadband throttling](#)

**Date:** 8/16/2015 11:00:06 AM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Verizon Wireless

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## **Description**

Nearly every month near the end of the billing cycle my broadband speeds are severely reduced. The carrier is Verizon Wireless. The billing cycle ends on or around the 16th of the month. Usually on the 17th or 18th the bandwidth goes up again. I use the app "ookla" to test my bandwidth and I have logs to show the throttling. The account is through the City of Noblesville in Indiana.

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**Ticket: # 471780 - Data Throttling**

**Date:** 8/16/2015 11:48:02 PM

**City/State/Zip:** Harvard, Illinois 60033-9625

**Company Complaining About:** Cyberonic Internet Communications (cyberonic.com)

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**Description**

I was told over the phone by someone at Cyberonic that, if I went over the "soft data cap" of my Unlimited internet connection, that I may or might be throttled or suspended. I'm sending in this complaint because, as far as I know, throttling is now illegal.

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**Ticket: # 476306 - Sprint Communications Throttling**

**Date:** 8/18/2015 6:56:47 PM

**City/State/Zip:** Shorewood, Minnesota 55331

**Company Complaining About:** Sprint

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**Description**

Sprint was throttling my use of the BitTorrent protocol over my 4G LTE HotSpot. I just upgraded to a 40gb plan and am angry because I am not able to use the bandwidth that I purchased. I know I was being throttled because I was able to VPN into my school account and suddenly I was able to get full speed out of my connection. When not using VPN, Sprint would slow my connection down to around 10KBPS.

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**Ticket: # 479015 - Youtube Throttling**

**Date:** 8/19/2015 8:14:22 PM

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

**Company Complaining About:** Time Warner

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## **Description**

When streaming 4k youtube videos it is impossible to get constant stream, it will always stop to buffer. Even though we have a 300 Mb/s connection from Time Warner (which is more than enough to stream 4k). This prompted me to use a VPN and try streaming is then. I used Private Internet Access as my VPN and proceeded to stream 4k youtube videos. What I found was that youtube streamed perfectly fine without ever stopping or buffering. I test this throughout the day having the same results. So I came to the conclusion that Time Warner was throttling my videos.

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**Ticket: # 479125 - False Advertising Unlimited Data**

**Date:** 8/19/2015 9:32:44 PM

**City/State/Zip:** Yabucoa, Puerto Rico 00767

**Company Complaining About:** Puerto Rico Telephone Aka "claro"

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**Description**

Dear FCC,

Claro PR is publishing on TV unlimited data plans with NO THROTTLING in Puerto Rico (SIN REDUCCIÓN DE VELOCIDAD EN PR) in Spanish; when you go to the website, it says the same thing UNLIMITED DATA with NO THROTTLING (SIN REDUCCIÓN DE VELOCIDAD EN PR) in Spanish. Only after clicking on the one of the quickly scrolling ads will it take you to another page with a static ad that contains with a tiny footnote in small print labeled [3] that says the opposite of what is being advertised: "After 2GB of data use the customer will be throttled down to 128kbps." The consumer has to do extensive digging in the website to find this information which is out of proportion with the huge UNLIMITED and NO THROTTLING words in Spanish.

This is the same contract that I fell for almost two years ago when I was offered UNLIMITED DATA only to find myself throttled after 2GB of data use. According to the FCC Net Neutrality rules, UNLIMITED means UNLIMITED. This is false advertising to attract customers into a plan that does not deliver what they advertise in huge bold letters.

I've attached a copy of the advertisement from

[http://files.claropr.com/Ofertas/080077\\_2015CLO\\_Update\\_LG-G4.pdf](http://files.claropr.com/Ofertas/080077_2015CLO_Update_LG-G4.pdf)

along with a copy of my bill where I purchased an UNLIMITED PLAN with MOBILE BROADBAND and UNLIMITED INTERNET. I have yet to enjoy the benefits of this plan as it was promoted as I am throttled down to 56kbps after only 2GB of use.

Please take action against this practice by fining Claro for violating FCC rules, for fooling the public with false advertising, and forcing Claro to fully refund all customers like you did with Verizon.

Thank you,

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**Ticket: # 479194 - Comcast Data Throttling and Cap****Date:** 8/19/2015 10:40:55 PM**City/State/Zip:** Decatur, Georgia 30030**Company Complaining About:** Comcast

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**Description**

Comcast has a 300gb data cap per month on their internet service in many parts of the country that serve no purpose. In our home, we are four current law school students that have to rely on the internet for the majority of our studies which include video lectures and class streaming. Comcast's plan for this is to charge \$10 per month for every extra 10gbs used and as they are the only internet provider in the area, we have no alternative. Not only is this charge fair or just but to add on, Comcast also resorts to data throttling during streaming services. Net neutrality needs to be implemented so that businesses such as Comcast cannot take advantage of those who have no other choice.



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**Ticket: # 479470 - AT&T's Throttle is a Violation of Net Neutrality**

**Date:** 8/20/2015 9:08:37 AM

**City/State/Zip:** Washignton, District Of Columbia 20009

**Company Complaining About:** AT&T

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## **Description**

It has been 60 days since the publishing of Net Neutrality and the FCC fined AT&T over \$100 million. But, I continue to get notices of throttling on my "unlimited" data plan. How hard can it be to make the argument that simply by the definition of "Unlimited" if there a speed set then under a simple calculation of time and speed there would not be an "unlimited" amount of data to download or upload? It is simple math and simple definitions. How can the FCC not protect us against this corporate greed here?

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**Ticket: # 481454 - Open internet**

**Date:** 8/20/2015 7:53:39 PM

**City/State/Zip:** Mountain Home, Idaho 83647

**Company Complaining About:** Zito Media

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### **Description**

Soto media, throttling my internet from 30mb to under 1mb. They don't show any data cap on the bill nor in their terms of service. Had no connectivity for nearly 3 months prior.

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**Ticket: # 482194 - ATT UVerse continues to throttle internet speeds for certain content.**

**Date:** 8/21/2015 11:13:59 AM

**City/State/Zip:** Raleigh, North Carolina 27612

**Company Complaining About:** AT&T

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## **Description**

Please reference previous case 345728.

AT&T Uverse is throttling users' broadband connections. Call it traffic shaping, "filtering" (as an AT&T rep used) or anything else it is throttling. I can find numerous complaints of others experience the same problem. This is a clear violation of the recent ISP transparency regulations.

I previously filed a complaint with the FCC for this issue and the FCC simply forwarded the complaint to AT&T. AT&T made no attempt to resolve issue, they simply denied the practice, and the FCC closed the complaint. One representative with UVerse even admitted that my issues were related to "filtering" by AT&T servers. ISPs will continue these deceptive practices until an entity such as the FCC steps up to do something about it.

I don't know why I am bothering to file another complaint with the FCC, as I was extremely disappointed with the process last time but these sorts of unchecked practices by what is essentially a utility company bother me a great deal.

If you simply plan to forward my complaint to AT&T, don't bother. I can do that myself, and they will simply deny what is occurring without any plausible explanation to the contrary. Again, please do not forward this to AT&T, it will not accomplish anything. What do I need to do to draw attention to this problem?

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**Ticket: # 482491 - Are Broadband Providers Complying with Open Internet Rules?**

**Date:** 8/21/2015 12:48:46 PM

**City/State/Zip:** Anaheim, California 92805

**Company Complaining About:** Time Warner

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## **Description**

I received this letter from my broadband provider, Time Warner Cable (TWC), and have been informed that they do not "throttle" my internet speed. I have also been informed that I am offered "different levels of internet speeds ... to choose the tier that best meets" my budget. Additionally, it is my "choice whether or not to subscribe to a higher level of internet service, but the choice does not mean TWC will purposely slow down" my speeds.

The FCC Open Internet Rules are meant to "protect and maintain open, uninhibited access to lawful online content." According to the FCC Open Internet Rules, "throttling" means "broadband providers may not deliberately target some lawful Internet traffic to be delivered to users more slowly than other traffic." They also define "paid prioritization" as "[favoring] some Internet traffic in exchange for consideration of any kind."

\*What does TWC consider "internet traffic"?

\*What does TWC consider "uninhibited access"?

\*If all internet subscribers are "open internet" subscribers, do they have access to different internet traffic at different speeds?

\*If I can only choose a internet subscription speed that meets my budget, why does my broadband provider only consider better internet traffic speeds for more money?

\*If "open internet" access also means "uninhibited" access, how is my access to internet content not inhibited by a slower speed?

My complaint is that my broadband provider does not truly provide an "open internet" because my access to online content is inhibited by slower speeds. Additionally, my broadband provider is unfairly favoring the internet traffic of those who can pay more for better quality internet speeds because I can only afford a speed that fits my budget.

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**Ticket: # 484331 - Suddenlink ISP**

**Date:** 8/22/2015 1:33:04 PM

**City/State/Zip:** Hutto, Texas 78634

**Company Complaining About:** Sudden Link

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## **Description**

I have several problems with suddenlink. Data caps, increasing monthly bills with no warning, They block ports if they see too much traffic, throttling speed for heavy users (while still billing them for data overages), and overall refusing to help customers that are experiencing any problems.

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**Ticket: # 484815 - Internet down whilst Gaming**

**Date:** 8/22/2015 8:30:11 PM

**City/State/Zip:** Dallas, Texas 75248-7013

**Company Complaining About:** Time Warner

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## **Description**

Any time I choose to play a game on the internet or stream content (from Youtube for example), it automagically happens to throttle me, "lose" or otherwise not find the DNS servers, or completely disconnect me from the internet. I am the only person in my household and have tested multiple machines and devices and achieved a replicable conclusion that it is on the ISP's side and cannot be my firewall settings since some of these devices don't have firewalls but still experience the blockage. I have called and they claim nothing is wrong, blocked, or down. Sometimes it happens when I'm playing a game on Steam, other times just a simple web game, and sometimes it's a simple Facebook or YouTube video.

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**Ticket: # 485140 - Lagana**

**Date:** 8/23/2015 2:01:02 PM

**City/State/Zip:** Mars, Pennsylvania 16046

**Company Complaining About:** Armstrong One Wire

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## **Description**

Armstrong has, what I consider to be, a monopoly over the area. They are the only provider of Broadband Internet available to this section of the County. Armstrong has increased my TV and Internet bill by 65% in the last year. Their terms enforce a 250 GB/MO data cap on my Internet service. If I threaten to cancel TV and switch to a satellite provider, or use an online service like Netflix, their service terms increase my Internet fees (for the same low speed service) and FURTHER DROP MY DATA CAP TO 200 GB! (see page 39 of ToS) I feel this is to directly deter Internet streaming and ensure their customers continue to pay their inflated Television fees. It is unacceptable for an ISP to not only throttle speed but also cap total data. Total usage causes no impact to the ISP or other customers and is only being used as another way to extract money from customers. This needs to stop! Your help in this matter is greatly appreciated.

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[Ticket: # 485502 - Comcast data cap](#)

**Date:** 8/23/2015 9:54:46 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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### **Description**

They have told me I went over my data cap and seem to be throttling bandwidth to amazon prime..



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**Ticket: # 485553 - throttled internet**

**Date:** 8/23/2015 11:30:39 PM

**City/State/Zip:** Oconto Falls, Wisconsin 54154

**Company Complaining About:** Centurylink

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## **Description**

Paying 84 dollars a month for internet and we can't use two computers at a time. Off couse they offer upgrades but why do I have to lock in for 2 years to get internet access that I know if available.

Centurylink in the Oconto falls, Wisconsin area, just writes you off when you call customer service.

There is a real problem. State government only allows a few providers (like only 1) to service our area. Talk about a monopoly type racket. They even block the ports so that my phones cannot send picture messages. They have a lot more control and throttling control that what they say.

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**Ticket: # 488075 - Comcast: Consumer Fraud**

**Date:** 8/24/2015 11:20:19 PM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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## **Description**

Comcast sold me a performance internet package with blast upgrade (105mbps) but independent testing of my bandwidth reveals that Comcast is purposefully throttling normal internet traffic to between 1.5-6mbps while allowing a popular speed test website to perform at the advertised 25mbps.

I have attached two pairs of screen shots; one pair shows a popular speed test and my router bandwidth confirming 25mbps; the other pair shows a less popular and "randomized" speed test that emulates typical internet traffic - performing at 1.5-6mbps.

I am being robbed; and I have no market choice to obtain high speed internet service in my area (that I require for working from home). I intend to file state-level complaints against Comcast as well.

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## **Ticket: # 495658 - Comcast blocking access to Sony Playstation 4 and HBO Go Application**

**Date:** 8/27/2015 10:11:23 PM

**City/State/Zip:** Fairmont, West Virginia 26554

**Company Complaining About:** Comcast

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### **Description**

"The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony PlayStation 3 (herein PS3) and PlayStation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog ].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to

authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from December 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

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**Ticket: # 495766 - Data Caps****Date:** 8/27/2015 11:49:28 PM**City/State/Zip:** Lubbock, Texas 79401**Company Complaining About:** Sudden Link

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**Description**

<https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

This is a link to an article that discusses the matter of data caps that are put on customers of cable internet providers. The data caps that are in place are not due to congested networks but put in place simply for the sake of making more money. Since the cable companies cannot legally throttle speeds from services such as Netflix they are now implementing data caps. The first month I used Suddenlink internet service I was unaware that a cap on the amount of data existed. This is not explicitly stated when they advertised for 50 mbit speed. I was told by a Suddenlink customer service rep. to lower the quality of the stream rate from Netflix down from High Def. to Standard Def. so that I would be less likely to go over my data cap. I found this to be ridiculous that I cannot enjoy the best quality service possible because of Suddenlink's data cap. 250 gb may sound like a lot but it is not at all. Even when I did lower my streaming quality as suggested, I still hit the limit. Consumers should be able to use their connection without having to worry about how much bandwidth they are using, simply because it does not matter. There is no shortage of bandwidth, this is an unfair business practice and needs to be done away with. Thank you for taking the time to read this.



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**Ticket: # 498119 - Data Usage Cap**

**Date:** 8/29/2015 7:37:13 AM

**City/State/Zip:** Hagerstown, Maryland 21740

**Company Complaining About:** Antietam Cable

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**Description**

My internet service provider, Antietam Cable, is enforcing unnecessary data caps and using unfair billing practices to coerce customers into purchasing their cable TV packages.

On August 29, 2015 I received a notification email from my ISP that I was approaching the data usage limit for my current internet package (408.1GB of 500GB) and would be charged an additional \$10 per 50GB that were used over the limit. This cap limits my choice as a consumer to completely cut cable TV and receive all programming from sources such as Netflix and Amazon Prime Instant Video. Additionally, due to a lack of competition in this service area, there is no alternative, but to pay the increased fees associated with these caps, which will force consumers to purchase a cable plan from this ISP in order to watch desired programming. Data caps are NOT conducive to a free, neutral, and open internet.

Data caps by their nature are unnecessary and do not lend to an open internet as data, by its very nature, is not a limited resource in this environment. Artificially limiting data usage reduces consumer choice and will ultimately alter the type of data consumed by indirectly blocking or throttling lawful content.

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**Ticket: # 498149 - Comcast throttling**

**Date:** 8/29/2015 8:55:24 AM

**City/State/Zip:** Webster, Texas 77598

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling my connections to Youtube and Facebook. If I connect using a VPN the throttling stops. I have to call Comcast and complain to about 2-3 people before someone fixes it, the fix only lasts for 24 hours or so.

I'm an IT professional. They might not call it "throttling" but they are purposely causing connections in my area to be congested for no reason.

I'm moving to get service with another company. The reason they get to do this to me is because I have no other options for internet. It doesn't matter if my connect is great 120MB/s, anytime I do something with a major website, that Comcast has direct peering connections to, the speed drops to dial up speed and HD video doesn't work at all.

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**Ticket: # 499823 - TDS throttle and disconnect of services**

**Date:** 8/31/2015 7:10:50 AM

**City/State/Zip:** Carlsbad, New Mexico 88220

**Company Complaining About:** Tds

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## **Description**

We were contacted by TDS of carlsbad, nm regarding possible copyright infringement. I explained that it was not us, changed my router pw and they still have throttled and finally disconnected my service over the course of 2 days. I called this morning due to not being able to connect and was told there was a problem with my account (the purposed infringement) and they couldn't help. I made sure that none of the children in my home hadn't downloaded anything either. This isn't the first and without intervention I feel it won't be the last. TL:dr Bad company took Internet away for file I didn't download and refuses to work with me to turn it back on. Yes the account is paid.



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**Ticket: # 502835 - T-Mobile Throttling Unlimited Data Plan**

**Date:** 9/1/2015 12:15:08 PM

**City/State/Zip:** Dayton, Ohio 45431

**Company Complaining About:** T Mobile

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**Description**

I have been informed since I am a top 3% data user on a T-Mobile Unlimited Data plan that I am basically being throttled and I can't keep a stable connection longer than 30 minutes because of their "data prioritization" aka throttling . This also affects the capability to use normal call operations.

Including possible interruption of emergency services.

This is a breach in my contract and happens 24 hours a day when there is no possible way it could be because of congestion.

Unlimited should mean Unlimited. False advertising from these ISPs and Telecoms is getting out of hand.

Please do something! Make these companies a utility!

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**Ticket: # 503712 - Internet Data Caps****Date:** 9/1/2015 3:56:05 PM**City/State/Zip:** Plantation, Florida 33324**Company Complaining About:** Comcast

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**Description**

Comcast is instituting a data 'cap' of 300 GB in my residential area. Not only is this cap unwarranted, as there are no infrastructural needs for this capping as there is with say throttling cellular data during network congestion, it is anti-competitive as it is a clear tactic to prevent the adoption of streaming services that directly compete with Comcast's core business of Cable subscriptions and the production of NBC/Universal. Comcast's data caps are detrimental to a free and open internet because they introduce an artificial cost barrier that keep people from accessing new content without paying Comcast an extra 'fee' to access that content. If competition for customers actually existed in my area -- it doesn't --, these data caps would not be an issue because I would be able to switch to another provider. The fact is that Comcast is the only game in town, which is why their data caps exist now in my location, but not locations where competition exists, e.g. kansas city with google fiber.

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**Ticket: # 503905 - Comcast capping usage**

**Date:** 9/1/2015 4:42:45 PM

**City/State/Zip:** West Palm Beach, Florida 33420

**Company Complaining About:** Comcast

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**Description**

While I understand a company needs to protect its infrastructure for excessive usage, I'm unfortunately left with no options for additional service now that my only provider has decided to change the terms of our agreement.

Today I got a message from Comcast stating that my internet usage would be capped. My regular usage falls within the new limitation and I am not personally effected by this change.

That said, I live a connected lifestyle and in a home of multiple devices streaming internet video I'm cautious of changes like this and their implications in a market that bears few competitors. It's absolutely critical that internet services be reclassified or restructured so that new providers can enter the market.

As it is now, I do not subscribe to cable television. More and more of my peers are 'cutting the cord' and consuming content primarily through internet technology. We are growing into a society where a few goliath gatekeepers threaten the open-exchange of information. First it's throttling, then caps, then smaller caps with flexible charges, and soon me as a consumer is bled dry with no choice other than to "unplug."

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**Ticket: # 504450 - Comcast attempting to get around the net neutrality decision and article II**

**Date:** 9/1/2015 7:30:21 PM

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

**Company Complaining About:** Comcast

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## **Description**

I recieved this email from Comcast today. I am aware that they tried this in Tennessee, but this seems a little too coincidental considering their monopoly on land lines here in south florida and the net neutrality decision not too long ago. From what i understand the data caps, and throttling, and unjustified fees are supposed to be in violation of the net neutrality policy.

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 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: # 504685 - Comcast Trialing Data Threshold Plans**

**Date:** 9/1/2015 9:13:36 PM

**City/State/Zip:** Marathon, Florida 33050

**Company Complaining About:** Comcast

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**Description**

The new Comcast XFINITY Internet data threshold plan. I just received a notice that Comcast is now 'trialing' data threshold programs in our market without a reduction in costs. So, rather than throttling the data speeds as addressed by the net neutrality rules, Comcast now offers us the chance to pay for additional bundles of gigabytes at the same speed. This appears to me to be a way to circumvent the Net Neutrality rules. I am hoping that the FCC addresses this issue.

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**Ticket: # 504761 - AT&T Data throttling on Unlimited Wireless Plan**

**Date:** 9/1/2015 9:40:14 PM

**City/State/Zip:** Cincinnati, Ohio 45230

**Company Complaining About:** AT&T

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**Description**

I just received a text message from AT&T notifying that they would begin throttling my unlimited data plan at 5GB of data usage. Based on the FCC's net neutrality rules, this goes against those specified rules. I would like to file a formal complaint against AT&T.

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**Ticket: # 505178 - AT&T Prepaid vs post paid throttling**

**Date:** 9/2/2015 9:08:45 AM

**City/State/Zip:** Etowah, Tennessee 37331

**Company Complaining About:** AT&T

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## **Description**

I was grandfathered into AT&T's unlimited data plan offered a decade ago and was one of the consumers who refused to move to a tiered plan as I use roughly 30GB a month of data. I live in a rural town with no public wifi options and I travel frequently. I also work as a web developer and frequently test apps and sites I develop across multiple devices and conditions.

Under the postpaid plan, I was throttled after 5GB of high speed data and while inconvenient, I was still able to stream movies and music and operate adequately. When switching to their prepaid plan, I was aware that my speed would be throttled after 4GB, but was NOT informed how slow the subsequent throttling would be. Speed tests show an average of 0.02 MBps download speeds and multiple calls to AT&T have gotten nowhere. I can't even use my phone under those conditions.

It is incredibly frustrating as I cannot go back to my old plan and the new one will not work for me. I feel it is wrong not to properly inform a user that throttled speeds within the same company are not the same on both sides of the payment fence.



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**Ticket: # 505426 - t-mobile throttling my data**

**Date:** 9/2/2015 10:56:20 AM

**City/State/Zip:** Tampa, Florida 33615

**Company Complaining About:** T Mobile

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## **Description**

I spoke to T-mobile on their recorded line 9/1/2015 about very slow internet speeds. I have a service agreement with them for unlimited talk/text/data at 4g speeds. Ashley, the customer service person stated since I used too much data last month I was being throttled and prioritized on there network. There was and is no issue with my cell phone hardware or software. She stated they were cutting my data usage even though I have unlimited 4g data. The services I use like apps or internet to watch movies are now unusable. I only used 35 gig between me and my wife for the month. I watched 4 or 5 moview on my phone and now I cant use the data feature on phone because it is so slow.

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[Ticket: # 524792 - throttling - TWC](#)

**Date:** 9/11/2015 8:55:33 PM

**City/State/Zip:** Raleigh, North Carolina 27613

**Company Complaining About:** Time Warner

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### **Description**

speedtest shows 16mbps but Netflix is extremely slow. Ithink Time watner is selectively throttling.

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**Ticket: # 507325 - MetroPCS Internet Not working****Date:** 9/2/2015 7:32:20 PM**City/State/Zip:** Lewisburg, Tennessee 37091**Company Complaining About:** Metropcs

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**Description**

Lately I've been having issues with my Internet where only Google Sites would load up but nothing else would. It would infinitely load for no reason what so ever. YouTube would be spotty as well regardless of the resolution I set it at and No other sites would work. I called to have it fixed and the only thing that seemed to work is when the did a reset. Figured after the first time it would be fixed. Nope still does it every few days and have to call to get it reset to get it to work. I called today to have it reset as they told me to call when this happens and they refused to fix my Connection to the Internet. I believe what they are doing is throttling and blocking my Traffic except for some Google services which is causing me to not be able to use my Internet Services. MetroPCS refuses to fix it even though I know for a Fact its on there end and not mine. This has gone on long enough and needs to be fixed immediately as I can't even use the service I played for at this point. It worked perfectly fine last month without any issue.

Something else I noticed was one day a bunch of settings on my phone were mysteriously changed back to default and this issue started. I do believe this issue was caused by some malicious software they pushed to my device as it messed up a bunch of settings.

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[Ticket: # 507505 - TWC throttling](#)

**Date:** 9/2/2015 9:08:37 PM

**City/State/Zip:** Rougemont, North Carolina 27572

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable is throttling VyprVPN connections to less than 2Mbps. I can perform speed tests using Vyprvpn on other providers and at work and I get great speeds. When I connect to VyprVPN on a Time Warner connection I can never get more than 2Mbps using any of the dozens of servers VyprVPN provides.

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**Ticket: # 507583 - Comcast "Market Trial" is Unacceptable****Date:** 9/2/2015 9:59:29 PM**City/State/Zip:** Miami, Florida 33193**Company Complaining About:** Comcast

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**Description**

It is absolutely unacceptable that Comcast would impose a data usage soft cap of 300gb with only a thirty days notice. What kind of a world do we live in where a company can just impose a sudden, AND EXPENSIVE change on a whim? First they throttled user speeds, now they want us to pay \$30 dollars in addition to a tiered subscription for Unlimited data usage (a data usage plan that we currently already have). Essentially, they're strong-arming us as customers with this FORCED "Market Trial" (which we can NOT opt out of <http://customer.xfinity.com/help-and-support/internet/data-usage-trials-plan-opt-out>) and raising the Unlimited Data Usage price by \$30/month.

As a Behavioral Scientist, there has never -IN THE HISTORY OF EXPERIMENTAL ANALYSIS OF BEHAVIOR- been a FORCED research study.

This is absolutely ridiculous, something must be done about this!

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**Ticket: # 508083 - Comcast Data Cap in Mississippi****Date:** 9/3/2015 10:41:29 AM**City/State/Zip:** Hattiesburg, Mississippi 39402**Company Complaining About:** Comcast

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**Description**

Issuing complaints of home internet provider Comcast from trialing & enforcing an unfair data cap of 300gigs. In instances where the cap is NOT surpassed, data speeds are throttled when reaching 90% of data usage. This is an unfair practice & limits my rights as a paying customer & consumer, due to the limited nature of other home internet providers in my area. Quite frankly, Comcast has a monopoly in my area & they abuse this knowledge, & I the consumer ultimately pay the price unjustly.

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**Ticket: # 509280 - AT&T Service not what we pay for**

**Date:** 9/3/2015 5:01:18 PM

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

**Company Complaining About:** AT&T

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## **Description**

To Whom It May Concern:

This is an issue in regards to AT&T internet service. I have documented everything in regards to this issue with AT&T and can provide proof to this claim of ongoing fraudulent practice by AT&T. We have filed a previous complaint with the FCC that was NEVER RESOLVED before it was closed out(Case GA1506767). Attached is a screenshot of the most current speed-test showing that AT&T is not giving us the service it has claimed to be providing us and that we are paying for.

We had line issues with an old line in the area that was only replaced after filing the previous FCC complaint. Although it helped slightly, it did not resolve the original issue.

Currently we are a Netflix only household. Regularly when trying to connect to Netflix servers, we have a limited connection speed. After speaking with nexflix that have verified that the connection to their servers is being limited by AT&T. There seems to be a connection issue on AT&T's end that slows the connection speed to netflix's servers. While watching nexflix throught AT& T, the connection is slowed down to the point that the streaming video cannot be watched at all.

Again, I have all the documentation to prove this to be true. I implore anyone that is reading this to help stop AT&T's fraudulent activity of throttling the service connection to the competitors and to hold AT&T accountable for this business discussing practice.

Please contact me for any more documentation

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[Ticket: # 509991 - Comcast is Throttling](#)

**Date:** 9/3/2015 10:36:22 PM

**City/State/Zip:** York, Pennsylvania 17401

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling me. I can't run anything online. No games, no streaming, no anything anytime after a certain time of day. I ran a speedtest and got a download speed of 1.58Mbps.



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**Ticket: # 510041 - Throttling complaint**

**Date:** 9/3/2015 11:26:29 PM

**City/State/Zip:** Phoenix, Arizona 85040

**Company Complaining About:** Cox

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### **Description**

I am a customer of Cox Communications and have been for the last five years. In March, I cancelled my digital cable subscription but kept my internet connection to save money. Since then I have signed up for additional streaming services to take the place of digital cable. Since March, my internet speed has dropped from the 40mbps I'm paying for to less than 13mbps. I believe Cox is throttling my internet due to losing me as a digital cable customer.

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**Ticket: # 511515 - Broadband and data capping in Maysville, KY**

**Date:** 9/4/2015 5:30:55 PM

**City/State/Zip:** Maysville, Kentucky 41056

**Company Complaining About:** Limestone & Bracken Cablevision

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## **Description**

My name is James Maddox and I live in Maysville, KY. I am filing this complaint because I believe Limestone & Bracken Cablevision (Cablevision) has an unfair monopoly on the Internet service provider market in Maysville, KY, which has caused the Maysville, KY area to lag behind most areas in internet connection speeds and usage.

I believe they have kept prominent Internet Service Providers in the surrounding areas, like Time Warner and Comcast, out of Maysville, KY to allow them to provide sub-par service to the residents of Maysville. The FCC has stated that "Basic Broadband internet speeds are 25/3 Mbps download/upload . Cablevision fails to provide this "basic" service to the residents of Maysville. Their highest speed for residential customers is 15/5 Mbps. Since there is no other cable ISP in Maysville, they know the residents of Maysville have no other option but to pay for the limited service they supply. To top it off, they have enacted a "data cap", which limits the amount of data you can receive in a month, effectively forcing the user to forego video streaming as a form of viewing shows and movies, and pay for their overpriced TV packages, or pay \$10 for every 25 GB over the cap, which ranges from 150 Gb for \$28 a month, to 300 Gb for \$60 a month. I believe this is an blatant attack on net neutrality. It is just as effective in controlling and manipulating the consumer as blocking websites and throttling speeds. If the user does not get a TV package, he or she will have to pay a \$15 monthly fee to not have cable television.

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**Ticket: # 511759 - Net neutrality / pricing**

**Date:** 9/4/2015 7:28:33 PM

**City/State/Zip:** Pembroke Pines, Florida 33028

**Company Complaining About:** Comcast

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## **Description**

Dear Sir/Madam,

My name is [REDACTED] and I live in Pembroke Pines, Florida. The internet service provider choice is limited in my area to Comcast, which means they enjoy a the benefits of a market with no competition. I'm writing you to ask your assistance with two issues that affect the cost and how I use my internet service at home.

1) I currently subscribe to the "Performance Internet" service listed on their website for new customers in my community for \$29.99/month for the first 12 months and \$49.99 thereafter. Comcast currently charges me \$66.95 for the same plan. I believe this practice is unfair and constitutes an abuse Comcast's monopoly position in the local market. I hereby kindly request your assistance to correct this absurdity.

2) Two days ago, I received notification that Comcast will be capping my internet data usage to an arbitrary level. In my household, the internet is used for telephone service, running a small business, online classes for my young daughters and for myself, including homework and research for those classes. We receive all of our news and entertainment through our internet connection. An arbitrary cap will seriously affect how we use our internet and seriously impair our education, access to information, how we conduct our small business and how we receive entertainment. This arbitrary cap will place us in a position where we'll have to prioritize our usage, potentially forcing to give up of portions of the content we currently consume, these consequences clearly violate the "No throttling" and the "No paid prioritization" rules, so hereby I'm kindly requesting your prompt and firm action in making sure Comcast not only stops abusing their privileged position in the market but more importantly complies with the Open Internet rules as designed.

Thank you in advance for your prompt action and positive response to these matters. I'm available to answer any of your questions by email [REDACTED] or by phone: [REDACTED]

Sincerely,

[REDACTED]  
Electronics Engineer

PS. Please find screen capture of same internet plan for next door neighbor.

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**Ticket: # 512739 - Data caps on home internet???**

**Date:** 9/5/2015 5:36:04 PM

**City/State/Zip:** Fayetteville, North Carolina 28314

**Company Complaining About:** Comcast

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### **Description**

Imposing data caps on home usage is outrageous. First Comcast tries to throttle the Internet connection speed and now wants to charge extra for a minimal use of GB data? This is robbery to say the least seeing how they are mostly a MONOPOLY in most areas. This needs to be regulated for fair competitive pricing instead of the price gouging that they seem to get away with!

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**Ticket: # 512934 - Extremely disappointed**

**Date:** 9/5/2015 6:54:04 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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### **Description**

I'll start by saying this; If you are paying 59.99 plus taxes and other fees for 50 Mbps internet that only ends up being a MAXIMUM of 14 Mbps down and 8 Mbps up(throttling), what's the use? Where I live, there is no competition for Internet service ANYWHERE close to the supposed speeds I am supposed to receive. I'm disgusted with the fact that I paid over \$200 DOLLARS FOR 18/8 Mbps, which included fees for going over the cap. No one deserves to almost sell their soul for what most people consider to be a basic right in this day in age. I've never been a huge fan of government intervention, but this is the only way things will change. The worst part of all of this, there are hundreds of thousands people in my exact same footsteps. It's utterly ridiculous.

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[Ticket: # 514344 - ooen internet](#)

**Date:** 9/7/2015 3:28:44 PM

**City/State/Zip:** Merriam, Kansas 66202

**Company Complaining About:** AT&T

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### **Description**

AT&T still throttling my unlimited data plan after 5GB.

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**Ticket: # 514655 - XXXX XXXXX**

**Date:** 9/7/2015 7:59:59 PM

**City/State/Zip:** Springfield, Illinois 62711

**Company Complaining About:** AT&T

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## **Description**

Mobile internet speed is being throttled. Currently on unlimited data plan with AT&T. Have received messages the past three months in a row stating my data is being throttled due to high usage.

Connection speed is limited only at the location where I use it the most. I've compared data speeds to other areas in the city where I have the same signal strength in dBm and speed is FAR less at my work location (where most of my usage takes place) compared to other places. Even when next to that specific tower, usage was heavily throttled.

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**Ticket: # 517140 - Internet throttling**

**Date:** 9/8/2015 9:23:09 PM

**City/State/Zip:** Jerseyville, Illinois 62052

**Company Complaining About:** Newwave Communications

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### **Description**

since october 2014, my internet provider has been throttling my connection, claiming it is a bandwidth issue. yet they have increased the speeds of the connection from 50mbp to 100mbp, at night i see speeds of around 1 to 10mbps. i have opened complaints with the BBB and never recieved anything about the complaint. i now turn to the FCC to get this issue taken care of.



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**Ticket: # 518025 - Comcast slowing data and blocking web sites**

**Date:** 9/9/2015 12:25:31 PM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast

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## **Description**

For the past several weeks, I have had numerous issues accessing particular websites. Interestingly, when it comes to commercial websites and social media, there is little problem. However, when it comes to news, academic sites and research sites, frequently the site will not come up at all - or they are extremely slow to load and I must reload several times.

I am not the only one in the area experiencing these issues. Interestingly, these issues started about the time that Comcast started trying to upsell us on "faster" speeds.

I have every reason to believe that Comcast is deliberately throttling my data stream and blocking certain sites.

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**Ticket: # 518292 - Comcast**

**Date:** 9/9/2015 1:39:58 PM

**City/State/Zip:** Chicago, Illinois 60634

**Company Complaining About:** Comcast

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## **Description**

I honestly can't name more than two internet providers in my area. I'm sure there are more, but they are absolutely dwarfed by the the behemoths Comcast and AT&T. With the news of Comcast's testing of data caps and AT&T's 3g-level speeds, I don't feel as though I have a choice in any of these matters. I am at the whim of these two providers, all because it's impossible to compete with them. Even Google - one of the biggest companies on this planet - is having trouble entering the internet provider market. Unless I see any evidence of any networks really struggling with their infrastructure due to high usage, I refuse to believe these caps, throttled speeds, and hidden charges are necessary.

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**Ticket: # 519707 - Data Caps****Date:** 9/9/2015 7:13:53 PM**City/State/Zip:** Walla Walla, Washington 99362**Company Complaining About:** Multiple

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**Description**

Wireless telecom and some internet provider have data caps (although some internet providers have soft caps). I believe that throttling (slowing of data speeds) should not be allowed based on caps. My reasoning is that data transmission does not cause hardware destruction or damage. The hardware is meant to constantly transmit and process information and data caps are a means that is simply stifling industry development by providing an unnecessary source of money. Consumers should be able to decide what service is best for them based on service capability not based on how much data the consumer is allotted. Additionally, with modern data speeds these caps can be achieved in as little as a week depending on the service type and speed purchased. For example, most wireless communications allow for 2 to 5 Gigabytes of data with simple video viewing and sharing (very prevalent today with our generation) could burn through this data with as little as 50 video views (estimate of about 100 MB video size in 480p resolution). With higher speeds this number can be significantly reduced if videos are being watching in HD quality (which currently speeds allow). For standard internet providers their (the caps are set somewhere between 300 and 500 GB) speeds can allow these caps to be achieved within a two weeks. Broadband providers are achieving speeds up to 1Gb/second meaning a family of four watching media streams could easily break through the cap (at these speeds media can be easily delivered in upwards of 1080p quality for multiple devices).

As such I think data caps should be banned, because it encourages the industry to stagnate instead of progress because all companies can offer the same speeds without care for actual technological competition. Thank you for your time.

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**Ticket: # 520056 - AT&T Customer Throttling Complaint**

**Date:** 9/9/2015 10:19:04 PM

**City/State/Zip:** Fair Oaks Ranch, Texas 78015

**Company Complaining About:** AT&T

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**Description**

I have an unlimited data plan with AT&T and they are throttling my data usage. Often, I can't use my phone.

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**Ticket: # 520363 - Net Neutrality violations by SCSI**

**Date:** 9/10/2015 9:23:29 AM

**City/State/Zip:** Apo, Ae, District Of Columbia 09522-9998

**Company Complaining About:** Satellite Communication Systems, Inc

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## **Description**

Currently the company providing the primary internet connection here at Guantanamo Bay Naval Air Station, Cuba is a satellite internet provider named "Satellite Communication Systems, Inc." out of Hampton, VA. I am fairly certain they are actively breaking the new net neutrality laws. Their plans range from \$31.50 to \$3,240.00 a month. The lowest of the plans intentionally blocks access to programs like Skype and the application FaceTime by Apple. They also throttle continuous downloads and once a customer has reached a certain amount of Data SCSI puts the individual into a lower priority intentionally degrading service. Customers have put up with this for many years because this is the only option within the price range available for many military members and the provider refuses to change service practices and only offers platitudes while maintaining the same illegal practices.

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**Ticket: # 521748 - Throttling**

**Date:** 9/10/2015 4:23:53 PM

**City/State/Zip:** Hot Springs, South Dakota 57747

**Company Complaining About:** Goldenwest

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## **Description**

I had an account with Golden West for internet service that was to 5 to 6 megabits download. I rarely got that speed in fact useing a downioad tester I could see that the service was of poor quality so I belive they were throttleing and preventing me from recieving the speeds they billed me for.

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**Ticket: # 522518 - Centurylink Throttling**

**Date:** 9/10/2015 8:48:45 PM

**City/State/Zip:** Colorado Springs, Colorado 80917

**Company Complaining About:** Centurylink

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### **Description**

I have noticed that since I began a contract with Centurylink without television service and using streaming like Netflix my service is being throttled. I can verify that streaming works from the computer just fine but Apple TV with Netflix will not work. The only solution they offered was for us to sign up for television service since they guarantee that. Had service with Centurylink for over 4 years with no problem until we went with this new contracted price.

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**Ticket: # 523123 - AT&T threatening to throttle unlimited account**

**Date:** 9/11/2015 10:56:30 AM

**City/State/Zip:** Winston Salem, North Carolina 27127

**Company Complaining About:** AT&T

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**Description**

Again, AT&T is threatening to throttle my unlimited data plan. I have received a text message indicating that if I use over 5 gig of data/bandwidth that they will throttle my connection. I have had discussions with AT&T in the past and throttling my account makes non-streaming applications completely useless while streaming applications still get full bandwidth (20-30 gbps).

I have previously filed complaints here and with BBB and they always respond that no, there is no problem with this, and yes, the FCC has endorsed their "network management techniques". My last complain involved being throttled 3 days into the billing cycle having only used 1.1 gig of data. I'm still waiting for an explanation from them.



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**Ticket: # 523404 - ATT throttling unlimited data plan after 5GB gets used**

**Date:** 9/11/2015 12:29:38 PM

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

**Company Complaining About:** AT&T

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## **Description**

I have been an ATT customer since 2007 with an unlimited data plan. For several months now ATT sends me a text message when a I have used 3.75GB of data warning me that they will start throttling my data after I have used 5GB of data (example attached).

When speaking with ATT customer service, they told me that they do this with grandfathered unlimited data plans which they no longer offer and that if I switch to a defined data plan that they will not throttle my data. This is in direct violation of the FCC's Sustainable Rules to Protect the Open Internet: <https://www.fcc.gov/document/fcc-adopts-strong-sustainable-rules-protect-open-internet>

Specifically it is in violation of the paragraph I have attached in this complaint. ATT has continued to send these messages even after the \$100M fine in June. Thank you for helping to defend a free and open internet.

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**Ticket: # 523967 - AT&T Interfering with Netflix traffic****Date:** 9/11/2015 3:08:31 PM**City/State/Zip:** Acworth, Georgia 30102**Company Complaining About:** AT&T

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**Description**

Starting today, I noticed that AT&T seems to be throttling Netflix streaming video traffic. I am an unlimited data subscriber and I use a lot of Netflix over my LTE connection. This morning @ 9:30AM and again at 1:30PM I attempted to stream a Netflix show on my phone. The video refused to load for 2-3 mins, then when it did finally start playing, the quality was poor and I only got about 15 seconds of video before it started buffering again. I tried other video services such as Google Play Movies, YouTube, Hulu, Vudu, and everything loaded within 5-10 seconds and ran smooth, crisp and clean. I verified this is not a Netflix issue by connecting to Wifi & then dropping back to LTE, on Wifi the connection loaded within 5-10 seconds and ran smoothly, but on LTE again there was a 2-3 min loading delay. Speedtests show that I am getting 100Mb/s down & 20Mb/s up during both time periods.

This appears to show that AT&T is interfering with Netflix's streaming traffic, which I believe violates Net Neutrality principles.

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**Ticket: # 524567 - AT&T Unlimited Plan Throttling**

**Date:** 9/11/2015 6:35:13 PM

**City/State/Zip:** Lake Elsinore, California 92532

**Company Complaining About:** AT&T

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**Description**

Well, I just got a notification on my iPhone serviced through AT&T that I'm almost near 5gb of data usage and after that point I would be potentially throttled if I'm in a congested area.

At this point, I contacted AT&T through their online CS portal and posed the question to them if the 50GB paid wireless plans ever get throttled. Their response was that they didn't.

Me: Do 50gb plans get the throttle after 5gb of usage like I'm being told I do on my unlimited plan?

Me: 50gb wireless plans is what I'm referring to

Me: as seen here: <http://www.att.com/shop/wireless/plans/mobileshare.html.html>

Ana R: No worries about it, in the Mobile Share Value all the GB are high speed :)

Me: so they never get throttled?

Ana R: Not at all

How can they do this?

I'm willing to provide any additional information.

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**Ticket: # 524848 - Comcast Data Caps & Throttling Unfair/Unlawful Practices****Date:** 9/11/2015 9:51:16 PM**City/State/Zip:** Germantown, Tennessee 38139**Company Complaining About:** Comcast

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**Description**

I use Comcast for my internet services, and have seen my data being throttled on large file transfers, and even worse I now see 300 GB data caps in the area where I live. I am paying for the service of internet, and when I initially signed up there was nothing mentioned about a data cap. I now, as a consumer, have to modify my lifestyle because of this unlawful practice. In addition, Comcast charges me if I go over the 300 GB limit. I think this is an UNLAWFUL and UNFAIR practice, especially since Comcast will not charge you for data that uses their movie/TV service, but will for using Netflix and the Internet in general. Please protect consumers from dangerous and unlawful behavior like this. PLEASE!

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**Ticket: # 525402 - Time Warner Cable is throttling Amazon Services****Date:** 9/12/2015 2:25:57 PM**City/State/Zip:** New York, New York 10024**Company Complaining About:** Time Warner

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**Description**

I live in New York City, in a neighborhood where my only option for broadband services is Time Warner Cable. I pay for a level of service that should provide 200Mbps download and 20Mbps upload. I do not have cable television, we use only streaming services and therefore pay only for internet. We use a Roku 3 for these purposes. The streaming services I use are Netflix, Amazon Prime Video, HBOgo and the Warner Instant Archive. When I attempt to watch Amazon Prime video very frequently the stream must stop to buffer, to the point that it becomes unwatchable. Often about 30-40 seconds of viewing followed by 2-3 minutes of buffering, back and forth like that for as long as I let it sit there. The interesting thing is that meanwhile Netflix will work perfectly. No buffering whatsoever, perfect instant high definition streaming. I looked into it and according to some articles I've read Netflix signed a peering deal with Time Warner Cable a couple years back, I couldn't find anything similar about Amazon signing a deal with Time Warner Cable. I've just now gotten off the phone with Amazon, and a representative told me that he could see that my streams flatline like clockwork after somewhere between 20-30 minutes of streaming. What I've discovered in trying to solve this issue on my own is that power cycling my modem and router seems to get me about 20-30 minutes of streaming from Amazon before the buffering starts and it becomes unwatchable. I asked the Amazon representative if he could somehow provide me with the data about my stream but he said he could not. I have no way at this time to provide further technical proof that Time Warner Cable is throttling Amazon services, but it certainly looks that way to me. Am I correct in assuming that this is illegal? I hope that the FCC is able to help in some way, thank you.

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**Ticket: # 525409 - Comcast Data Caps**

**Date:** 9/12/2015 2:27:59 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint because of the practice of Comcast having data caps. This is an example of extortion at its finest. How are we supposed to keep up with current technologies while companies, specifically Comcast, limit the amount of data we can receive? The amount of data we use increases every day. Comcast realizes this and wants to squeeze extra dollars out of every customer. Living in a house with four people who watch Netflix, browse the Internet, and do online work/school, the data cap is ridiculous. Before the month is over I have already reached it and Comcast then bills me for over usage. Not only this, but they also throttle the internet speed that I am paying for when I am close to the data cap! This is yet another way to limit net neutrality by pricing out people who can't afford this now basic essential to modern life. Please stop this criminal like practice.

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**Ticket: # 526130 - Wireline Internet Data Capping****Date:** 9/13/2015 11:39:48 AM**City/State/Zip:** Valley Bend, West Virginia 26293**Company Complaining About:** Sudden Link

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**Description**

Suddenlink is my ISP and i was looking at my bill one day ant noticed that i was paying for 50 megabit per second internet but i was only receiving 30 meg internet. I called suddenlink to file a complaint and they said they had to send someone to my house. Once the tech was here he was able to up the speed to 50 megabits per sec. While the tech was here it was mentioned to me that they have 100 megabits per second in this area. I told him that i want to upgrade to the 100 meg plan which went off with no hitches. after a while i recieved a email that i had used over 80 % of my data allotment for the month. I immediately contacted suddenlink and they said that there has been a cap which they called it some other legal term since December. I went online and went back to September of last year and read every bill up to this month. I read every single word on every bill and there was no mention of the data cap. The data cap they they show on the internet usage page is 450 Gb per month. I reviewed my usage for the last year with my 30 meg connection and it showed that i had went over the 450 gb threshold 5 times. now my concern is now that my internet speed has been raised by 70% it is worthless because if i went over with a 30 meg connection then how will i be able to use the new speed. With the 100 meg upgrade i went to netflix and upgraded to there super high quality service and bought a new 60" 4K television. Now i wont be able to use any of this. Also once i hit the 450 gb threshold my internet is not throttled but i begin to get charged overages. After hours of research i found out that Suddenlink and all other dual suppliers of cable tv and internet have internet data caps. This is because they want us to watch there cable so we have to watch the commercials because they are loosing there customers to non commercial TV. So they implement a internet data cap to make this happen. now when i sit in front of my computer i am scared to even use the internet because i might go over my allotment for the month. Once i leased a car and it sit in the driveway the whole time because i was afraid to go over my allotted miles. I feel the same with my internet connection now. From what i can see on the FCC stance on this matter is they are 5 years behind times. Everything consumers do now days is based around the internet and it is ridiculous that your ISP can control consumers. Plus there is no other competition foe service in my area. I called frontier to see if i could switch to there DSL service and they told me that it was not offered in this area. So what i see is a monopoly which The FCC in the past has had trouble with. Me my wife and my son all watch video online and very little regular TV. Most consumers want to watch what they want to watch when they want to watch it. Also it doesn't tie my TV to watch commercials so if i have to go somewhere it hit pause. this is like owning a sports car on a little island plenty of speed but no where to use it. Please do something about this before it really gets out of hand. i have seen that there is a lot more people that me that is upset over this practice and when you call and complain to the ISP they tell you that you are 0.01 percent of users that hog broadband internet. they also clam that the cap is to protect the other suddenlink customers so they have the same speed as everyone else. well if that was the case when the would be network congestion then they need to implement a throttle of say half or 75% of your speed but only while there is network congestion. but what they do now is give a cap. So how that would work is every one would have to suffer for the first 15 days of the month until the broadband hogs used up there allotment of data. This is crazy and no way the truth of there hidden agenda. One last thing is there usage for data meter that they bill by is not in real time

and when you get towards the end of the month you have to wait several days in order to see if you went over your allotment.



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**Ticket: # 526189 - Internet throttling**

**Date:** 9/13/2015 1:22:46 PM

**City/State/Zip:** Phoenix, Maryland 21131

**Company Complaining About:** Comcast

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### **Description**

I believe my internet service is being throttled inappropriately in order to push purchase of higher bandwidth services. I shouldn't need the more expensive service based on the promised speeds of my current package. This practice also discourages Netflix use and encourages cable TV dependence.

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**Ticket: # 527714 - CenturyLink Service Issues****Date:** 9/14/2015 2:53:23 PM**City/State/Zip:** Mabank, Texas 75156**Company Complaining About:** Centurylink

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**Description**

Consumer is having issues with CenturyLink (internet). They are throttling the speeds not just for him but he believes the entire state of Texas. There was a power outage two weeks ago and since then they have been throttling everyone. He has issues even watching a video online. CenturyLink has not even notified the FCC or the public. When he initially contacted CenturyLink they would not tell him what the issue was. CenturyLink now says there will not be a new server for his area until 11/21/2015. It took him days before CenturyLink would finally tell him the problem and admit to throttling. CenturyLink is also not adjusting people's bills. He is getting less than 2Mbps when he is paying for 10Mbps. As a resolution, he feels CenturyLink needs to do their job, upgrade their equipment now and refund him. \*\*\*CTR359-phone\*\*\*

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**Ticket: # 529368 - Data Caps**

**Date:** 9/15/2015 11:09:03 AM

**City/State/Zip:** Austintown, Ohio 44515

**Company Complaining About:** Armstrong Cable

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**Description**

The Data Caps provided by Armstrong Cable in Ohio/PA are archaic and simply used to incentivize the higher internet plans & to bundle TV/Phone along with Internet.

The 200/250GB (without TV/WithTV) is hit about 20 days into the billing cycle by watching netflix only on evenings/weekends. This is on top of being proactive to stop the streaming when noone is watching to minimize wasted data.

On the 35Mbps plan using max bandwidth would hit the datacap in only 11-15 hrs. Obviously we are not using the max bandwidth, but that is just to show how exaggaratingly low these caps are set.

I only need 3Mbps to watch netflix, 35Mbps is more than enough, but they sell a plan for 2x as much money called optimized for netflix. It is 75Mbps and the datacap raises to 400GB.

The unmentioned implication of this is plain. Use our TV service or pay for more than you need to compensate us for you using Netflix. This is paid prioritization of their own service plain and simple. TV/Phone usage does not count against my used data, so why do I get more if I subscribe to those?

See attachment Article VI Section E Subsection a on Page 29 for the table showing the data usage limits for cable modems. (Note it is incorrectly labeled bandwidth usage even though it does not describe bandwidth throttling but a hard data cap)

Please do not share my account number with the company, I already lose connection frequently & fear reprisal.

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**Ticket: # 531157 - Low Bandwidth Cap on data connection****Date:** 9/15/2015 8:42:38 PM**City/State/Zip:** Buckhannon, West Virginia 26201**Company Complaining About:** Sudden Link

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**Description**

I am limited to 450 gigabytes of data when I was sold unlimited service. I received a letter from the presidents office with a generic response to my serious issue and it is not an acceptable answer. At 100 megabit I can sustain 1.5 megabit for the entire month and not go over my limit. I did not purchase a 100 megabit line to be limited at 450 gigabytes. 1 to 1.5 terabytes would be acceptable. I challenge suddenlink and the FCC to prove just how this cap holds any technical reasoning and submit this to me in writing because suddenlink does not pay near as much as they are asking for the data. Remember viacom suddenlink? You're doing this to me now after they just did it to you. Gouge me for more money. If you have bandwidth issues in my area then either quit overselling your service or install additional bandwidth. This data cap only serves to squeeze more money out of me as I will give a simple analogy below. If a neighborhood has a small water line supplying their house is it reasonable to say that they will suffer from low water pressure when everyone turns on the tap at once? Was it that one person on the street filling up their pool that caused the low pressure even though he filled it after everyone on the street went to work? NO!!!! It is when everyone turned their taps on at once that lowered water pressure. Not the guy filling his pool! Same with the internet. My main usage times for downloads are during off peak usage times and I should not be punished for a technical issue I am not creating. I insist that suddenlink is breaking net neutrality laws as I am unable to access all my LEGALLY purchased content without exceeding my data cap. I have no higher speeds available in my area and why should I pay for extra data I may not use? Why should I be taxed a second time for data I've already purchased? I own a 4KTV. Streaming netflix at 4k uses 5 gigabytes per hour. That's 90 hours total or 3 hours per day for just one person!!!! At 1080P which is a common HD resolution that's 2GB per hour for a total of 225 hours or 7.5 hours per day. Now with your average family of 4 that's 1.8 hours of 1080P netflix per person per day. Tell me again how the "average" family doesn't use over 293 gigs a month? That's completely unrealistic considering my math accounts for only netflix usage and no other digital content or downloads. Yes, we can drop the quality but why? Why should I have to drop my video quality just to keep my bill at a reasonable level? This is taxation without representation because I am a heavy steam user with over 2,000 dollars in PC Video games which I must download from steam I end up paying extra just to download my already purchased games. Some games are in upwards of 60 gigabytes a piece and if you add up DLC (Extra game content) and game updates to install one game it could eat up close to a whopping 100 gigs of my data plan. If the FCC doesn't step in and thwart this practice we are going to be heading down a grim road where digital content and internet software vendors lose lots of money because customers won't buy their services due to greedy cable companies. This "Data Plan" move is purely a business decision. I bet if you look at suddenlink's reports you will notice they added lots of TV subscribers with the introduction of the cap. Sounds fishy to me FCC. Why doesn't shentel have a cap? Why doesn't Frontier have a cap? Why doesn't google fiber, verizon fios, time warner cable, etc have a cap? Because caps are a nonsense excuse to gouge the customers for more money. I beg of the FCC to open an investigation into the issue of data caps on terrestrial broadband connection as this is something that inhibits the growth of the internet and will become more of an issue down the road as the internet evolves and uses more data than it does now. I challenge suddenlink to show actual studies from an independent organization showing that their average internet customer uses

only 293 gigs of data as I think this number is pure hogwash. Also, suddenlink, we all know that you are not being truthful about the reasoning behind the caps as comcast has came out and said it was purely a business decision and had to technical reasoning whatsoever. Also, why is it that comcast offers unlimited for 40\$ extra per month and you can't? I would gladly pay that much more for my extra data usage but if I hit the terabyte marker that's an extra 120\$ per month!!!!!! So basically suddenlink is telling me my bill could exceed the price of a commercial connection! FIX IT SUDDENLINK AND DO SOMETHING ABOUT THIS FCC!!!! I'm tired of being bullied into higher and higher bills with this company!!!!!! Ask frontier, I won't give up suddenlink!! I do not care if it's in the RSA, AUP, or not this is an attack on the open internet as it's a slick and sly way for suddenlink to limit internet video usage so that customers are forced to purchase their cable services since they can't directly limit internet video usage or throttle it. In my honest opinion holding networking certifications this is nothing more than a legal loop hole for them to limit their losses from "Cable cutters" which is more popular with my generation and younger customers than it is older ones.

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**Ticket: # 531287 - Throttling**

**Date:** 9/15/2015 9:50:30 PM

**City/State/Zip:** Empire, California 95357

**Company Complaining About:** Hughes Net

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**Description**

THIS IS THE THIRD TIME HUEGHNET HAS THROTTLED ME THIS MONTH. ARE YOU EVER EVER EVER GOING TO ENFORCE THE RULE?! IF NOT WHAT IS THE FUCKING POINT!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

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**Ticket: # 531439 - CentryLink connection throttling****Date:** 9/16/2015 12:59:38 AM**City/State/Zip:** Englewood, Colorado 80113**Company Complaining About:** Centurylink

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**Description**

When transferring files from one of my business servers at 74.63.250.140 I've experienced frequent slowdowns after transferring 10-20MB worth of data. The connection starts out at 2Mbit/sec, but after hitting the 20MB mark everything is suddenly throttled to 800kbit/sec or roughly 100KiB/sec.

Once the connection is throttled it won't be un-throttled for several hours, after which it'll do another 20MB at 2Mbit/sec and then switch back to the slower speed. I do not experience this problem with other IP addresses and my connection speed tests as being closer to 20Mbit/sec on the normal speed test sites.

Uploads are also impacted in a similar manner.

I've complained to CenturyLink several times, but they do not respond to my emails.

Traceroute to destination:

tracert ssisharkin.com

Tracing route to ssisharkin.com [74.63.250.140]

over a maximum of 30 hops:

1	<1 ms	<1 ms	<1 ms	sysreset.com [10.0.0.50]
2	35 ms	33 ms	35 ms	hln-dsl-gw05.hln.qwest.net [207.225.112.5]
3	32 ms	32 ms	34 ms	hln-agw1.inet.qwest.net [71.217.188.33]
4	51 ms	53 ms	56 ms	dax-edge-03.inet.qwest.net [67.14.2.166]
5	50 ms	49 ms	52 ms	67.133.189.94
6	51 ms	52 ms	49 ms	border1.pc2-bbnet2.dal004.pnap.net [216.52.191.81]
7	48 ms	50 ms	49 ms	giglinx-81.border1.dal004.pnap.net [216.52.179.234]
8	*	*	*	Request timed out.
9	50 ms	53 ms	51 ms	te6-1.bdr2.core1.dllstx3.dallas-idc.com [208.115.192.58]
10	52 ms	54 ms	52 ms	ge1-0.vl386.cr01-123.dllstx3.dallas-idc.com [64.31.3.114]
11	51 ms	54 ms	55 ms	ssisharkin.com [74.63.250.140]

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**Ticket: # 531577 - AT&T Unlimited Plan (Unfair Practices by AT&T Wireless)****Date:** 9/16/2015 9:29:19 AM**City/State/Zip:** Smithtown, New York 11787**Company Complaining About:** AT&T

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**Description**

I have an AT&T wireless unlimited plan and att refuses to allow wireless tethering from my smartphone. Since AT&T has just officially announced that they will no longer throttle unlimited data users until they reach 22GB(gigabyte) during a bill cycle, why do they still block me from tethering my wireless signal to another device? I should be able to tether my signal. I paid for unlimited and now, with the new policy, they should let users tether so long as they stay within the 22GB. I filed a complaint with the FCC a couple of weeks ago, Ticket No. 435789, but was never contacted by att. The complaint was closed by you, the FCC, but no one contacted me from ATT. Please do not close this case just because you speak to ATT. I want to speak to someone over the telephone, not by postal mail. Again, please do not close this case until this gets resolved. Here is the proof that att has just changed their policy, see link below.

<http://www.att.com/esupport/datausage.jsp?source=IZDUel1160000000U>



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[Ticket: # 532000 - Comcast is throttling my connection to Netflix.](#)

**Date:** 9/16/2015 12:08:23 PM

**City/State/Zip:** Salt Lake City, Utah 84116

**Company Complaining About:** Comcast

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## Description

Last night I was watching Netflix and all of a sudden the connection quality went to crap. So I did a speed test and I'm getting 150 Mbps down. I then try watching Netflix over a SSH tunnel and all of my quality issues went away. This shows that Comcast is STILL throttling users connections to Netflix.

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[Ticket: # 533220 - AT&T blocking advertised phone features for unlimited data customers](#)

**Date:** 9/16/2015 5:27:39 PM

**City/State/Zip:** Westfield, Indiana 46074

**Company Complaining About:** AT&T

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## **Description**

AT&T is still blocking the use of the iPhone's advertised feature to create a WiFi hotspot. If I try to turn on the feature, the phone says to call AT&T and AT&T says they will not allow the feature for unlimited data accounts. Unlimited accounts are now limited to 22GB before being throttled but the use of that data is still limited by AT&T. This limitation was not described in the contract, and the advertisement for the iPhone 6 did not detail this limitation. Preventing certain types of data violates Net Neutrality.

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**Ticket: # 534010 - Comcast**

**Date:** 9/17/2015 7:52:09 AM

**City/State/Zip:** Palatine, Illinois 60067

**Company Complaining About:** Comcast

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## **Description**

Where do I begin: Throttling my speeds (I don't use Netflix, I am not a gamer); customer service and billing, they lie about everything.

Recently I had pixelation and audio problems on a few local (Chicago) channels. Called Comcast, they indicated there was a problem based on their remote tests, sent a technician out, then charged me \$70 for the call. I didn't ask them to come out, it was clearly their issue, they said so right up front, a bad/weak signal, but they charged me and now I can't get it removed, even with a reference number for the call.

The lie, cheat, thief, steal and obfuscate, we pay \$200/month, can't get any satisfaction.

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**Ticket: # 534234 - Comcast Data Usage Caps**

**Date:** 9/17/2015 10:45:15 AM

**City/State/Zip:** Old Hickory, Tennessee 37138

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer in the Nashville, TN market for over 15 years. I have generally been pleased with the quality of my service; however, the institution of trial-based data caps in my area has completely restricted my ability to freely use and enjoy the Internet service for which I am paying.

Individual Comcast customers in the Nashville area are currently limited to 300 GB per month of broadband Internet usage. There is no way for a non-business user to circumvent this limit. In other words, though I currently pay a premium for faster Internet connection speeds, I am restricted to the same total bandwidth as a person with an economy account. Similarly, if I were to purchase the next higher tier of Internet service/speed, I would still have the same cap.

So, first, this cap effectively prevents me from enjoying the Internet speed I am paying for. I have been forced to throttle the speed of my Internet connection on my router in order to control the amount of data used in my home.

Second, I believe that this cap is clearly anti-competitive, as it prevents me from freely enjoying services provided in adjacent markets by Comcast's competitors.

For example, though I have previously subscribed to Comcast's cable TV service, I found that the service provided was not only not cost effective, but it was also unreliable in my area (which is in metropolitan Nashville, so a rather well-developed, non-rural area). In fact, at one point I paid for cable service for over 90 days, yet never once was I able to get a signal for local broadcast or digital channels. Each time I attempted to watch television, I received an error on my digital cable box. After repeated calls to technical support, time-consuming equipment exchanges, and repeated outages after minor weather events, I opted to cancel the cable service that, despite paying up to \$75 per month to receive, rarely worked as intended.

As many people have done, I opted to divert these funds to streaming services such as Netflix, Hulu Plus, and Amazon Prime, all of which I pay a monthly fee to enjoy and use on an unlimited basis. I also subscribe to two music streaming services -- Spotify and iTunes Music.

Unfortunately, Comcast's data cap prevents me from fully enjoying these services. First, let's consider Netflix. Netflix offers the ability to stream video in HD speeds/quality that use up to 6 GB of data per hour of streaming media. Unfortunately, I have never been able to use this quality setting because of the Comcast data cap. My Netflix account is permanently set to stream video at the lowest viewer quality (and even still this is not always enough to avoid the data cap.)

The comparable Amazon Prime streaming service does not offer the ability to restrict video quality settings -- presumably because the service wants to provide its paying customers with the best viewing experience possible. Amazon's service adjusts video quality based on the connection speed of the service provided.

Unfortunately, since Comcast recently increased its data speeds to 75Mbps, this means that Amazon Prime video quality streams at an extremely high data rate in my area. Who would have thought that having high data speeds would ever be a bad thing? But, unfortunately, it has resulted in my Amazon Prime streaming service using too much of my data. So, as mentioned previously in this complaint, I have been forced to throttle the speed of my connection -- speed that I am paying Comcast to receive -- through my router so that my Amazon Prime streaming video does not use too much data.

(For example, I have attached a graphic from my XFINITY Usage Meter, which I will discuss further shortly. July is the month that Comcast's speed increase to 75 Mbps took effect in my area. As you can see from the limited information provided, this speed increase, which should be a good thing, almost immediately resulted in my almost surpassing my data usage cap for that month. As a result, I had to throttle my connection to avoid a similar issue occurring in August. Unfortunately, I have been less than successful in throttling the data during September, as I am already approaching my cap less than halfway through the month).

Comcast will argue that they do not have a data cap but, rather, data usage plans. I believe this is merely semantics. Yes, it is true that, once I pass 300 GB of usage in a month, I am still able to use my Internet service. However, the privilege of doing so will cost me an additional \$10 for every 50 GB of data I use. This comes on top of the \$80 per month I am already paying for Internet service alone.

Again, in my market, there is no way to pre-pay for data at a lower rate, nor is there any plan that offers unlimited data at a higher price. So Comcast is effectively attempting to charge me extra -- \$10 for every 50 GB of usage -- for the services I have chosen to obtain from their competitors.

Essentially, Comcast is using these data caps as a means to continue charging me for the "cable TV" service I have chosen to obtain from another provider. This is anti-competitive and anti-consumer behavior. It also violates the concept of net neutrality because it restricts what choices I am able to make about the sites I choose to use and visit on the Internet. If I wish to visit and use sites that offer streaming video services, such as YouTube, Netflix, and Hulu, then I am forced to throttle my connection speed in order to do so.

I have also had to disable unrelated services -- specifically cloud storage services such as Dropbox and Google Drive -- because the manner with which these services sync documents and check them for the most recent/accurate version uses "too much" data.

Additionally, Comcast makes it incredibly difficult to track usage and to stay informed. Comcast offers two ways to track one's Internet data usage each month. Customers can log into their Comcast accounts and see a graph denoting the total usage for the month and, if desired, customers can also download an application to their computers to show the same information.

The problems with this application are numerous. A few are detailed as follows:

- First, though the application can be set to update at a minimum of every three hours, the data provided is not accurate and is not updated this regularly. Just this morning I saw my "XFINITY Usage Meter," which purported to have been updated 45 minutes prior, jump from 246 GB of usage to 258. This is far from the first time this has happened. On September 15, my reported data usage jumped nearly 60 GB in a 12 hour period. Essentially, the application not only doesn't update real-time (or even in a useful monitoring period), but the application does not relay accurate information in the

minimum 3 hour period advertised. So it is impossible to rely on this application as a means of rationing data usage.

- Second, both the website and application must be logged into upon each use. Though this restriction is understandable for the website, it makes absolutely no sense for the application and completely defeats the purpose of downloading an application in the first place. This requires customers to take active steps every time they wish to see their usage. There is no passive "always-on" meter or application that allows a customer to see the usage "at a glance." This makes it easy to forget to check/monitor data usage and, as with the issues noted in the first point above, makes it less likely that customers will identify and catch a data-hogging application or hardware item until long after the data has been used and charged by Comcast.

- Third, the application and website give no information on the source or type of usage. This prevents customers from being able to make intelligent and informed decisions about how their data is being used (and makes it extremely difficult for customers to troubleshoot repeated data overages). Both the application and w

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**Ticket: # 534379 - T-Mobile Throttling UNLIMITED Data**

**Date:** 9/17/2015 11:45:46 AM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** T Mobile

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### **Description**

T-Mobile is throttling unlimited data plans after 7GB of usage per month.

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**Ticket: # 535605 - AT&T is Throttling my service again!**

**Date:** 9/17/2015 4:23:43 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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### **Description**

AT&T is again Throttling my internet service on my iPhone. Yesterday, AT&T began slowing my internet down once I reached 5G of data even though I have "Unlimited" service!! The FCC has already fined AT&T for this but they CONTINUE to ILLEGALLY THROTTLE MY SERVICE. Now, virtually NONE of my phone apps work. AT&T is trying to force me to give up my grandfathered plan!



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**Ticket: # 535835 - Comcast data usage cap**

**Date:** 9/17/2015 5:18:24 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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**Description**

In my area, Comcast has instituted a "data usage cap" of 300GB/month. This policy was instituted a year ago at 500GB/month (I had already been a customer for over 5 years at this point), and the reduction to 300GB/month was not announced. I had no idea there was a usage cap until I received an email stating that I had reached 90% of my usage, and warning that additional charges would begin accruing after the cap was exceeded.

I contacted them to request either a removal of the cap or the ability to switch to a plan that did not have a cap. They refuse to do either.

I have multiple problems with this business practice:

1. I did not agree to the data usage cap when I initially became a customer.
2. I do not believe Comcast is accurately measuring data usage.
3. I believe this practice is entirely based on limiting my access to streaming entertainment; i.e., that Comcast is deliberately throttling access to entertainment alternatives to their cable service.

The amount of money that Comcast charges for data usage over the cap (\$10/50GB) is far more than their actual cost incurred (most likely pennies). Please have a close look at their business practices. Thank you.

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**Ticket: # 540796 - Comcast Throttling/buffering once 300gb data cap is reached, and charging extra for data overage used to re-connect to original content.**

**Date:** 9/21/2015 10:28:41 AM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

Already filed a complaint (Ticket No. 510232 and account 0570551980102 ), and I still have not been offered any alternative solution by Comcast.

They are charging \$10 for every 50gb I go over, and after I reach 300gb I instantly have connectivity , speed,throttling, buffering issues causing me to use even more data because of having to re-download, or restart streams because of the throttle/buffering issues.

The issues only occur once I reach 300gb, and although they insist they don't throttle/buffer the connection , my monthly bill is jumping from the \$40 range to well over \$100 because of the overage fees.

I have other friends having the same issues locally in nashville, and I also found an online petition in other markets where the data cap is in place and over 1,300 people are having the same issues. (please see this petition - [https://www.change.org/p/comcast-remove-300gb-data-cap-limit-from-all-internet-plans?recruiter=373242628&utm\\_source=share\\_petition&utm\\_medium=facebook&utm\\_campaign=share\\_page&utm\\_term=des-lg-no\\_src-no\\_msg&fb\\_ref=Default](https://www.change.org/p/comcast-remove-300gb-data-cap-limit-from-all-internet-plans?recruiter=373242628&utm_source=share_petition&utm_medium=facebook&utm_campaign=share_page&utm_term=des-lg-no_src-no_msg&fb_ref=Default) )

Comcast will only offer credits to my account, but I have to complain monthly to even get that taken care of. I dont have the time, or money to continue wasting my evening hours trying to resolve this.

Will you please step in , and help us get through to Comcast, so we all can get the service we paid for?

Thanks in advance!!

Sincerely,

██████████

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**Ticket: # 539651 - Throttling Internet**

**Date:** 9/19/2015 8:17:33 PM

**City/State/Zip:** Los Angeles, California 90046

**Company Complaining About:** Time Warner

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**Description**

Time Warner is throttling my internet. On the speedtest.net website my speed is fast, but when actually using it - it is slow.

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**Ticket: # 542901 - AT&T/IVERSE THROTTLING FACEBOOK**

**Date:** 9/21/2015 9:39:41 PM

**City/State/Zip:** Austin, Texas 78701

**Company Complaining About:** AT&T

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**Description**

Please reference case #398470, this is still not resolved.

AT&T is throttling Facebook's CDN during "peak times". The main site loads but none of the images or videos work. They refuse to acknowledge it, but I've done a traceroute to Facebook's CDN nodes across various parts to the US, and there is a common hop to all of them that drops packets like a sieve. 60-70% is dropped while this throttling is active. Over a VPN no such throttling occurs. Only Facebook seems to be affected.

I'm paying over \$100 a month for a \*\*\*gigabit\*\*\* connection, and my images and videos don't load of Facebook. My puny 3g phone connections loads things faster than my ATT connection.

Please force them to do the right thing. A quick Twitter search will reveal many other people having the same problem as I am.

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**[Ticket: # 543041 - Unfair Data Discrimination](#)**

**Date:** 9/22/2015 12:23:30 AM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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**Description**

Comcast forced a data cap on me despite it not being a part of my original contract. If I download more than five PlayStation 4 video games in a month, then I have to pay them a fee for each new game I download (due to their file size). Even if I download during off-peak hours or throttle my download speed down, they still charge me extra for high data content.

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**Ticket: # 543186 - Verizon Fios Open Internet: Throttling violation****Date:** 9/22/2015 9:15:36 AM**City/State/Zip:** Pittsburgh, Pennsylvania 15207**Company Complaining About:** Verizon

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**Description**

I recently purchased Verizon Fios 50/50 Mbps internet service and have confirmed that video streaming service is throttled during the evening hours (between approx. 6pm-10pm). I've used a VPN service to confirm that the active throttling is targeting video streaming services. During this time, I'm not able to stream standard definition video (480p) without stopping to buffer every 15-20 seconds. As soon as I turn on my VPN service and connect to a server roughly 100 miles from my home, video streaming bandwidth returns to normal speeds and i'm able to stream full HD (1080p) video without stopping to buffer.

In addition to my service being throttled in the evenings, I would like to state that the sales person who sold me the service lied to me about the price of the service. I was told that my service, after the first three months, would cost \$60.15 after tax for the first year, and go up \$10.00/month for the second year. After my service was connected, and the first bill created, I see that the cost will increase \$20.00/month after the first 12 months of service. I called Verizon to correct the issue and/or get the name of the salesperson, but was told that they wouldn't correct the price, nor would they be able to give me the name of the person who sold the service to me.

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**Ticket: # 548311 - Comcast Data Cap****Date:** 9/23/2015 10:05:37 PM**City/State/Zip:** Knoxville, Tennessee 37917**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

Having been a loyal Comcast customer for many years I was shocked and disappointed to receive an ominous email stating "that I had used 90% of my data for the month." Comcast Corporation has apparently imposed a "trial" data cap on the broadband internet service provided to my residence. This was never communicated as part of my contract with, Comcast Corp. I was completely unaware of the cap until receiving the above mentioned message.

My home broadband service is utilized for everything from work to entertainment and as such regularly utilizes a large amount of data. The fact that these caps are arbitrarily put into place greatly reduces my ability to have open and unfettered access to the internet. My work is quite literally related to life and death matters and the fact that I have an unfounded data cap on my broadband internet service is unconscionable. Comcast, states I can purchase additional data in blocks of 50GB for only \$10 each. That is not the contract that was agreed upon, my contract did not mention data caps, trial or otherwise that were or could be imposed.

While I understand that Comcast is a business and must therefore make a profit, this is not the way to go about it. Resolution to this issue should involve the complete removal of all data caps, trial or otherwise and assurance that no future caps will be put into place. Additionally, to ensure that Comcast does not try to skirt the rule via other methods, Comcast should not be allowed to throttle or otherwise degrade the internet service provided. Thank you for your time and consideration of this matter.

Best regards,

██████████

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**Ticket: # 550766 - AT&T is heavily throttling video streaming services on my home internet**

**Date:** 9/24/2015 10:40:36 PM

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

**Company Complaining About:** AT&T

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## **Description**

I have observed AT&T throttling video streaming services on my home internet connection. I have tested it using a VPN. If I dont use a VPN, video streaming is extremely impaired (basically unusable). If I connect to a VPN, I get the full bandwidth of my connection and can stream full HD video with absolutely no problem.

I have recorded myself extensively testing this by going back and forth between VPN and no VPN in this youtube video, and the difference is extremely obvious:

<https://www.youtube.com/watch?v=d6LtlohIBuc>

Also, this is not an isolated incident. It has been happening for months.

Please contact me further if you need any more proof



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**Ticket: # 554053 - TDS/Lavergne, TN and Throttling/Interruption of Competing Television Service**

**Date:** 9/26/2015 8:15:41 PM

**City/State/Zip:** Nolensville, Tennessee 37135

**Company Complaining About:** Tds

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**Description**

TDS of Lavergne, TN is actively and purposely throttling (to the point of making the service unusable) the Internet television service provider Sling TV. Through trial and error and process of elimination over a period of time, I have used a VPN service to prove that TDS is engaging in a practice that gives them an unfair advantage over competing services.

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**Ticket: # 554095 - Inaccuracy of Comcast data cap**

**Date:** 9/26/2015 8:59:39 PM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** Comcast

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## **Description**

Comcast has a policy where they limit your data usage to 300 gigabytes per month. This policy lends itself towards punishing users who do not subscribe to full tv cable packages with Comcast. In addition to this, my main issue is the inaccuracy of their data tracking. I utilize three different programs to track my data usage on my private network and there is a significant difference between what I am actually using and what Comcast claims I have used. When I asked them how they track my data, i was informed that there is a 3rd party company which tracks the data but they could provide no information as to how this company is tracking how much data i am using. I find this unacceptable that they cannot inform their own customers of how they are tracking this data, then they seek to charge the customers additionally based upon this usage which is not an accurate measurement. They need to abolish these money grabbing fees or at the very least, be 100% sure of their statistics if they are going to charge thousands of people additional fees for using something that they already have paid for. Also, it does not cost Comcast more money the more data i use, why have they instituted this policy? I should not be punished for utilizing other services online for my entertainment needs, instead of using Comcast's own cable tv subscription which forces you to pay for things you don't even watch. Does this not promote a more monopolistic approach to ISP's? It seems to directly affect users who use services such as Netflix or Hulu or any other online streaming service that is not part of one of Comcast's own packages. There also seems to be bandwidth throttling which occurs to my speeds after I use a certain amount each month. Does Comcast engage in such practices?

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**Ticket: # 557489 - Comcast Data Caps**

**Date:** 9/29/2015 1:05:55 AM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

I have Comcast in the Atlanta area. We have a data cap of 300 Gigabytes per month and speeds of 75 mbps. I live with 2 roommates and all of us are in college and computer enthusiasts. it is easy to imagine that we go over our data cap. However one person utilizing our full bandwidth for just 9 hours out of the entire month would cause us to exceed our data cap. That's less than 20 minutes per day of unthrottled internet usage per day for a single user, and it would result in additional charges. The FCC must take action to eliminate customers from being cornered into data caps. Consumers in several areas of the country have no other option than to be given an "allowance" of the Internet, a thing that was created to connect people. In a world that is becoming more and more dependent on the Internet and its constant expansion, we cannot allow these companies to use it as a tool to harvest money from people who have no other option.

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**Ticket: # 557910 - Bandwidth Throttling by Comcast**

**Date:** 9/29/2015 11:17:18 AM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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**Description**

I have found clear evidence that Comcast is throttling my download bandwidth when watching Netflix or downloading via the Bittorrent protocol. I pay for 100 mbps download, but when watching Netflix the bandwidth is restricted to 6-10. The throttling begins within 15 seconds. I have used speedtest.net for a series of tests, and the results are conclusive.

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**Ticket: # 559853 - Violation of open internet rules**

**Date:** 9/29/2015 9:47:35 PM

**City/State/Zip:** Dahlonega, Georgia 30533

**Company Complaining About:** Windstream Communications

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## **Description**

My internet service provider is Windstream in North Georgia. I have noticed that they are throttling the Hulu streaming service I subscribe to. This has been occurring since I began collecting data on June 1. No other services have as many interruptions or are as slow as Hulu and when I utilize my cellular service through Verizon, I do not have the same issues. I would very much appreciate your looking into this. Thank you.

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**Ticket: # 559977 - Data caps in Savannah GA**

**Date:** 9/29/2015 10:59:50 PM

**City/State/Zip:** Savannah, Georgia 31405-5400

**Company Complaining About:** Comcast

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## **Description**

Comcast has been putting data caps in my home town of Savannah for over a year now, and it has been completely wrong! We have been getting messages claiming we're over our limit, when it's impossible, as well as clearly being throttled on our speed constantly. Please, help us! Comcast has a near leteral monopoly here in the south and there is nothing we can do!

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**Ticket: # 562254 - ISP throttling**

**Date:** 9/30/2015 8:41:50 PM

**City/State/Zip:** Warner Robins, Georgia 31088

**Company Complaining About:** Cox

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## **Description**

Fairly certain COX is throttling my internet. For the past few weeks my internet has been consistently slow, I can't even use netflix or any other video streaming service, and this is all supposed to be with a 50Mbps download speed. I've done everything I possibly can on my end to rectify the situation, to no avail. As such, I'm highly confident COX is throttling my internet.

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**[Ticket: # 562448 - Throttling Upload](#)**

**Date:** 9/30/2015 10:36:53 PM

**City/State/Zip:** East Windsor, Connecticut 06016

**Company Complaining About:** Cox

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**Description**

Cox is throttling upload to 10mbs. It was significantly faster at 40 to 50mbs



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**Ticket: # 564980 - Verizon Throttling Riot games League of Legends game**

**Date:** 10/1/2015 10:29:25 PM

**City/State/Zip:** Norristown, Pennsylvania 19401

**Company Complaining About:** Verizon

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### **Description**

I have played many games over the past couple days where all my friend including myself who are using Verizon FIOS are experiencing a ton of lag. Our ping times shoot increase by a factor of 5 or more. If I connect to a VPN service I have access to my ping times drop down close to normal. I believe that Verizon is throttling my speed illegally. Please inquire about this.

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**Ticket: # 566486 - Verizon FiOS Specific Throttling**

**Date:** 10/2/2015 4:23:49 PM

**City/State/Zip:** Ambler, Pennsylvania 19002

**Company Complaining About:** Verizon

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## **Description**

Fios is obviously throttling internet speeds for the application League of Legends. With a group of friends, all living in different locales, those of us using Verizon Fios experience inexplicable latency (only in the game - not when using other application) at the SAME EXACT time. Other people using comcast, or VPN services are not experiencing these issues.

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**Ticket: # 567248 - Data Cap, Reliability, Throttling****Date:** 10/2/2015 11:49:14 PM**City/State/Zip:** Lake City, Iowa 51449**Company Complaining About:** Mediacom

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**Description**

I'm complaining about a few things. First, data caps. About a year and a half ago, I built a new computer and was in the process of installing a good number of games and apps that i have purchased legally and toward the end of everything, I had a message pop up in my browser saying that I had used 90-something percent of my monthly allowance. I never agreed to a plan that had a data cap. When I purchased their service several years before, there was no mention of any kind of data cap. Second, reliability. for the past few weeks, every evening between 6 and 10, we have been losing our internet connection an average of maybe 5 times an evening and when I call to see if something is wrong, all i get is an automated message saying that they are experiencing a large number of calls from my are and are repairing it. They have been "repairing it" for more that 5 weeks now. Third, throttling. We have never had cable service from Mediacom, but we have had Netflix since before we had Mediacom and for the first few years of Mediacom, netflix looked crisp and clear. for the past couple years, the quality of our netflix stream has been poor. I'm fairly certain that they are deliberately slowing down our connection to netflix specifically because when I connect to a VPN, Netflix is crisp and clean. I've verified this with netflix's "example test video 23.976" found here: <http://www.netflix.com/WiMovie/70136810?trkid=439131> and it shows that my stream quality is much better when the netflix traffic is encrypted through a vpn, which keeps mediacom from knowing that the data is from netflix and slowing it down. In short, fi they see netflix data, they slow it down, if they can't tell that it's netflix, they dont slow it down, but our connection might still drop, even though they've been doing repairs for the mast several weeks. Thank you for your time.

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**Ticket: # 568398 - Data throttling**

**Date:** 10/4/2015 12:51:18 AM

**City/State/Zip:** Woodstock, Illinois 60097

**Company Complaining About:** Sprint

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## **Description**

I just moved, from Wonder Lake Illinois to Woodstock Illinois. My first day in my new condominium in Woodstock I had 3 bars of LTE high speed data signal. And my download speeds varied between 14 and 15 megabits per second. After streaming Netflix movies my first evening in my condo, my download speeds were reduced to less than one megabit per second and have stayed there for the duration since. as soon as I leave my residence and travel a quarter mile away my data speeds pick up to the 14 to 15 megabits per second that I experienced my first evening at my residence. I believe that my account has been subject to data throttling and wish to file a complaint against Sprint for this practice.

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**Ticket: # 568740 - Comcast Data Caps**

**Date:** 10/4/2015 10:38:50 AM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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**Description**

Comcast is setting customer data caps at 300GB and charging customers who go over that data cap, even for customers who had no knowledge of data caps when they signed up for service. These data caps are very unrealistic in our modern society where everything connects to the Internet.

On top of their unlawful data caps that are clearly a grab for more money, they also seem to be throttling speeds for websites such as Hulu and Netflix.

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**Ticket: # 568748 - at&t dsl caps**

**Date:** 10/4/2015 10:45:40 AM

**City/State/Zip:** Merced, California 95348

**Company Complaining About:** AT&T

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### **Description**

I have dsl with att. We are not heavy users but yet hit our cap every month. I have had to ask my kids not to watch youtube or play their xbox live for more than an hour yet i am hit with upwards of 30.00 each month in fees. This is an age of internet and we can't use it. On top of that i have noticed my speed to be much lower within the last few months. I suspect we are now being throttled even though they deny it. Please stop this practice of charging families for using a service we pay for.

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[Ticket: # 568808 - Comcast & Xfinity Data Caps/ Throttling](#)

**Date:** 10/4/2015 11:13:21 AM

**City/State/Zip:** Brentwood, Tennessee 37027

**Company Complaining About:** Comcast

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### **Description**

Xfinity is trying to cap my usage at 300GB, throttling and charging extra after 300gb.

I USED 300GB in 19 DAYS

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**Ticket: # 569391 - Comcast throttling**

**Date:** 10/4/2015 7:31:51 PM

**City/State/Zip:** Savannah, Georgia 31419

**Company Complaining About:** Comcast

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**Description**

Comcast is throttling my household internet service at 300GB/month. There is no physical limitation on the network, this is a wholly anti-consumer practice.

Comcast and other internet service providers have a defacto monopoly in many areas. Time Warner, while attempting to merge with Comcast previously, stated that their business practice did not include plans to offer services in new areas. The unstated reason is that they would be introducing competition into a market where they enjoy the ability to control the "market" and increase pricing unnecessarily. One excellent example of this is the fact that when Google offers it's Fiber internet service into new areas, both Time Warner and Comcast quickly decrease their internet prices. Once they no longer control the market pricing, they are forced to decrease their inflated prices.

With the data cap issue the data quantity is arbitrarily set. It does not have a basis in any technological or physical limitation. Instead, since they have no viable competition in the local market customers have no choice. This particular area offers only Comcast or DSL, which has a technical limitation to the speeds offered. Comcast can set the data cap number at any number they want and customers would have no choice.

While I understand the need for any company to turn a profit, Comcast is taking a very anti-consumer stance. In their own release (<http://www.cmcsa.com/releasedetail.cfm?ReleaseID=923465>) they stated that "High-Speed Internet... Revenue Grew 10.0%". They are not struggling by any means, nor do they have any other reason to create this data cap other than corporate profits. Comcast reported a net profit of over 2 BILLION dollars in 2Q 2014. That's a single quarter. 2 BILLION dollars of pure profit. (source: <http://www.nytimes.com/2014/07/23/business/comcast-earns-2-billion-on-strength-in-cable-business.html>)

As a consumer, I've had enough. I pay for a product to receive the product, not to pad shareholders pockets or provide CEOs with hundreds of millions of dollars in bonuses when they implement practices that we, the customer, have no choice and no ability to change to another provider.

I require high speed internet services due to my career, but there is no other option in this area. The data caps are unnecessary.

Please protect the customer from this unnecessary corporate greed. Enough is enough.



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**Ticket: # 569488 - Comcast is throttling my download speeds**

**Date:** 10/4/2015 9:36:14 PM

**City/State/Zip:** Nashville, Tennessee 37076

**Company Complaining About:** Comcast

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**Description**

I am currently downloading the same torrent file on both my comcast connection and my verizon connection. They are both connecting to the same seeders and my comcast connection continues to ramp up to just under 1 mb/sec and then gets dropped into the 1-10 kb/sec range. My verizon connection is downloading at a solid 2mb/sec. Comcast is very obviously throttling my connection and has been for a while now.

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**Ticket: # 570106 - Comcast 300 GB Data Cap****Date:** 10/5/2015 12:17:10 PM**City/State/Zip:** Hialeah, Florida 33014**Company Complaining About:** Comcast

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**Description**

I have just received notification from Comcast that my account will be capped at 300 GB per month, and that if I go over the allotted 300 Gb, I will be charged an extra \$10 per 50 GB of additional data. The notice claims that this is a trial, and that the first three months will be waived if I go over, and that if I want no cap I can pay an extra \$30 dollars for unlimited data. I checked my usage and I consistently use over 300 GB; however, I have NEVER had to pay extra for tiered services. Is the cable company now going the way of cell phone companies that charge customers based on data consumption? Is this legal? I can honestly say that this is an underhanded approach from Comcast in response to the Net Neutrality rules, and since they can't throttle network traffic for access to competitor's websites, they are now charging a premium for consumers who choose to stream and use other high bandwidth mediums. I am respectfully requesting that the FCC closely examine these questionable business practices and impose the necessary regulations to prevent Comcast for cheating their customers. From doing a bit of research, I learned that Comcast is rolling out these "trials" in many of their areas of service. I should not be charged to pay more for the same amount of service that I have received before, and the data cap should be illegal.

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**Ticket: # 570864 - Comcast internet throttling**

**Date:** 10/5/2015 3:45:35 PM

**City/State/Zip:** Chicago, Illinois 60642

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling the speed of amazon VOD streaming. When I check the speed of my internet connection using internet-speed-test, I get 80+ mbps. However, when I stream video using Amazon videos services, I get insufficient bandwidth notifications. And the video cannot be streamed in HD, only SD.

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**Ticket: # 571081 - AT&T Throttling YouTube**

**Date:** 10/5/2015 4:34:00 PM

**City/State/Zip:** Algonquin, Illinois 60102

**Company Complaining About:** AT&T

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### **Description**

AT&T is throttling my access to YouTube in the evenings. I can barely stream at 144p quality while using a VPN yields smooth 720p streamed video. I've only noticed it on YouTube but I wouldn't doubt that others are being throttled as well.

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**Ticket: # 574586 - Verizon Throttling Netflix Bandwidth**

**Date:** 10/6/2015 10:00:12 PM

**City/State/Zip:** Columbia, Maryland 21045

**Company Complaining About:** Verizon

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**Description**

I've encountered an issue where Verizon is throttling Netflix during peak hours. I pay for their 300 mbps package and still suffer from buffering of high definition content during peak hours, despite this being the only bandwidth intensive application running in the house. The TV is connected via gigabit ethernet, so environmental variables are not in play. Additionally, access to other high-bandwidth applications is unimpeded during this time period.

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[Ticket: # 580121 - Comcast enforcing data caps](#)

**Date:** 10/9/2015 7:15:07 AM

**City/State/Zip:** Homestead, Florida 33035

**Company Complaining About:** Comcast

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### **Description**

Comcast enforcing data caps, to keep people from using competitors like Netflix, hulu, and amazon. Instead of competing, they rather throttle and cap usage to make it easier them to force cable tv subscriptions on their customers for media content.

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**Ticket: # 582234 - Comcast Data Capping in my Neighborhood****Date:** 10/9/2015 10:58:46 PM**City/State/Zip:** Miami, Florida 33185**Company Complaining About:** Comcast

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**Description**

Hi,

I am writing this to complain about Comcast's recent business practices in my neighborhood.

Comcast is our only option for internet service here and they are now charging extra for passing their arbitrary data cap "limit". We have been with Comcast for years and this limit amount is nowhere near what a family of four can use in a month. I understand that they want to limit heavy users so that they could save money for themselves but they are increasing prices for every customer by capping everyone equally. They charge extra for an "unlimited plan" which seems more like a hidden price increase since everyone's plan was already unlimited before this data cap. Compared to other companies like Google, the internet service that we pay for is vastly overpriced for the speed that we are getting. And now Comcast wants to charge extra because we are using the service we pay for. At this time we are at 181 GBs out of our monthly 300 limit and it is October 9. 300 GB's is nothing for a family of four who use the internet for our cell phones, Netflix, video games, video chatting with family in Peru, and for running my parent's small business. This is not an abnormal amount of usage for any typical middle class family. Comcast says that they are testing these caps in select cities and this throttling of our data usage will only be the beginning. They are increasing pricing to punish users who no longer use their overpriced cable packages and they are treating data as if it was a finite resource. As technology advances our devices will start using larger amounts of data and that is normal. In the 90's, 300 GB would have seemed enormous for an average user. Nowadays 300 GB is nothing and in less than 5 years it will seem ridiculously small. Comcast's caps will limit innovations to only the wealthy and will prevent many from using all the advantages of new technology. Just last month I bought a PlayStation 4 as a reward before I start medical school next year. As I started a new game I was not surprised to see software updates that were 17 GB in size. As technology has advanced, the size of software and programs has increased dramatically. Comcast has not responded to technological changes through innovation or infrastructure improvements but instead has chosen to increase pricing for their subpar service. Please look into this matter, not just for my family but for the sake of everyone who will be affected by these price increases in the coming years.

Thanks,

Daniel Franco

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**Ticket: # 582339 - Comcast Data Cap****Date:** 10/10/2015 1:01:41 AM**City/State/Zip:** Tamarac, Florida 33309**Company Complaining About:** Comcast

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**Description**

A little over a month ago I made the switch to Comcast with Xfinity internet because my previous ISP wasn't offering what I wanted. When I signed up with comcast they offered my excellent data speeds with no cap. After my first month with them they sent me an email saying that my area was placed in a trial data plan of 300 gb of month and that I would be charged \$10 dollars for every 50 gb I went over or for an extra \$30 a month I get unlimited again. First of all this is troublesome for me because I signed up with their 2 year contract the representative told me the internet was uncapped and didn't get throttled but now my internet is limited and I am going to be forced to pay more. Secondly, I'm a college student taking online classes and I have to watch lectures every day so watching my lectures will use up my monthly data by the middle of the month. Now I'm stuck with this company for 2 years and they are forcing these changes and extra charges which I feel to be unfair. Upon doing research into this I am not the only who feels violated by this matter. Comcast is only doing this because there is a lot of profit now in data usage with services such as netflix and hulu that tend to use up a lot of data.



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**Ticket: # 582356 - Comcast blocking HBO Go app on PS3**

**Date:** 10/10/2015 2:17:40 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19128

**Company Complaining About:** Comcast

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## **Description**

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog ].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from December 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

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[Ticket: # 582598 - ATT asking me to pay more to fix my internet service. Their peering partner throttling.](#)

**Date:** 10/10/2015 11:47:21 AM

**City/State/Zip:** Columbus, Indiana 47203

**Company Complaining About:** AT&T

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## Description

I am having problems accessing my hosting provider's website in the evening. It appears to be a traceroute problem with an ATT (my ISP) peering partner Cogentco. I can access other websites, but not my hosting provider fatcow.com. FatCow has told me that they have thousands of ATT customers with the same problem. In the evening, I can stream netflix but I cannot get to Fatcow. I like to work at night. This is not a Fatcow problem. By analyzing my traceroute, it appears that ATT's peering partner is throttling or blocking some traffic at night. Today ATT asked me to pay for premium service to fix the problem. I refused. I don't believe I should have to pay to fix this issue. Since I am paying for a service that is not working like it is supposed to, I believe they should fix the problem. I can provide more traceroute screenshots if you need them.

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**Ticket: # 584190 - Comcast Latest Data Cap**

**Date:** 10/12/2015 1:34:58 AM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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**Description**

Comcast recently introduced a data cap of only 300 GB a month in my area (Miami, Florida) and it is just ridiculous for people that use the internet for video streaming and other mediums that use a lot of data. The fact that the FCC has done nothing against this is crazy because this is nothing new. What happened to net neutrality? Throttling still exists. We're still NOT free to do what we want on the internet as originally intended.

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**Ticket: # 584799 - Comcast's arbitrary data cap for Internet usage**

**Date:** 10/12/2015 12:38:24 PM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast

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**Description**

Comcast has arbitrarily imposed a 300 GB data cap for Internet usage on its customers in my hometown of Nashville, Tenn. I find I am suddenly exceeding the cap recently, even though it was implemented in early 2014 here, and I had experienced no issues prior to now. I have called Comcast customer service representatives repeatedly in an attempt to resolve this issue, and they have offered me no options (such as raising or eliminating the cap). By imposing this cap, Comcast is, in effect, throttling my ability to freely use the Internet. I would greatly appreciate it if you would investigate this matter as soon as possible.

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**Ticket: # 585304 - Unjust and unreasonable rate increase****Date:** 10/12/2015 3:25:35 PM**City/State/Zip:** Des Moines, Iowa 50309**Company Complaining About:** Verizon Wireless

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**Description**

Verizon Wireless is planning to increase the rate of their unlimited data plan from \$29.99 per month to \$49.99 per month. I have been a member of this plan for many years now (5+ years). My total monthly bill is \$72.25. With the increase it would be \$92.25. That is a rate increase of 27.7%! To me this seems like an unreasonable and unjust increase to a service being used by a loyal customer. By hiking rates for unlimited data on consumers that already have contracts, Verizon shows that it has ill will towards net neutrality and Internet innovation by artificially stifling consumer bandwidth or charging exorbitantly for it.

Verizon has a history of doing this. Previously they throttled unlimited users after a certain data usage was reached. I was uninformed of this change when it initially happened and my wireless data barely functioned due to the severe artificially throttling of my data. Verizon eventually got rid of this due to the fear of involvement of the FCC protecting consumer rights. I believe it is time to get involved again and thoroughly investigate the business practices of Verizon and the effects they have on net neutrality and the open internet.

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**Ticket: # 588300 - Regarding Internet Speed and Throttling****Date:** 10/13/2015 5:59:13 PM**City/State/Zip:** Volant, Pennsylvania 16156**Company Complaining About:** Centurylink

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**Description**

Recently I've been having issues streaming YouTube in 720p. I found it very odd that this occurred, as my download rate was 20mb/s, great enough to support atleast two simultaneous hd video streams. Doing a test with directly downloading a video in order to get connection speed, I found my connection to \*.googlevideo.com was throttled to ~350kb/s. Using Speedtest by Ookla, I still had 20mb/s speed. I continued the test by using a BetterNet VPN. Downloading the same video yielded ~1.75mb/s download rate. My best explanation for this is CenturyLink is treating YouTube traffic unequally, and throttling it. This puts the ISP in violation of Net Neutrality.

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[Ticket: # 588942 - Comcast throttling Internet while watching Youtube and live streaming](#)

**Date:** 10/14/2015 1:06:51 AM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast

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## Description

I've been experiencing major internet speed problems but the moment I switch to a new DNS I get the fully advertised speeds. After about 30 minutes of watching 1080PI streams or gaming my internet drops and max's out at 5mb/s. Its very obvious to me as a Networking student that Comcast/Xfinity are throttling me just because I'm using more data than they want. This is a breach of Net Neutrality.

During throttling: 4mb/s D - .35mb/s U

http://[REDACTED]

Fresh DNS server: 45mb/s D - 6.15mb/s U

http://[REDACTED]



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**Ticket: # 611987 - Comcast data cap**

**Date:** 10/25/2015 9:32:39 PM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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## **Description**

In non-pathological use cases, for a line shared between myself and my wife, we typically exceed 300GB of data per month. This is largely due to Netflix and Amazon Prime streaming (we do not download any files, besides small documents and application updates, regularly). Both of us work 8-10hr days away from home, which means home internet is used no more than a few hours per day, excepting weekends. We have a 75Mbps connection. The 300GB data cap could be saturated in <9hrs of continuous use. I think it is absolutely ridiculous that Comcast could advertise their service as 75Mbps without indication at sign up time that this performance is limited to one day's worth of use. At our current use, even with care to avoid downloading large files, and somewhat limiting streaming, I have a hidden charge of \$20, or 2\*50GB of additional data. That's a hidden charge equal to 50% of the total cost of my plan.

Additionally, Comcast provides absolutely no tools to throttle connection use. Attached is the view of their most comprehensive description and tool set.

Netflix, Amazon are streamed at 1080P. We will not be purchasing any 4K equipment until data caps are removed.

Finally, I understand that this is just a way for Comcast to force me to use their TV service, which I have no desire for. I realize that their services and those of their partners are privileged. This makes me both a smaller consumer of Internet-connected technology, and an extremely dissatisfied customer with no practical Internet provider alternative (ATT in our area also has a data cap, and there are no other providers).

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**Ticket: # 589870 - Boost Mobile (Sprint) breach of Net Neutrality rules for too long.**

**Date:** 10/14/2015 1:18:38 PM

**City/State/Zip:** Greenville, South Carolina 29605

**Company Complaining About:** Boost Mobile

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## Description

I have been a customer of Boost Mobile since they offered the Unlimited Plan before throttling: Unlimited talk, text, web, everything. To be specific, I've been a customer since 8/16/13.

I purchased a Samsung Galaxy S3 when starting their service and selecting that plan.

Since then, they have exercised the market stereo of throttling their previous "unlimited" customers.

At this current time, if you compare their current terms and rules for me, it is the same as for any new customer that simply purchases a flat rate of 2GB.

In your case Case3:15-cv-00392 against TracFone, your ruled that throttled unlimited data doesn't qualify as 'unlimited.' Furthermore, in response to your Net neutrality rules, Spring released its announcement immediately thereafter that it'd end throttling 'unlimited customers' data.'

My plan was a \$55 all-inclusive all-unlimited plan, that as I paid over time my payments could shrink.

However I have been set up by them and issued statements regarding my account that basically lets them deal with me as they deal with their newest customers.

I am a heavy tech user, not the average 1.8GB. It has gotten to the point now where 1 week into a monthly cycle, I am even afraid of checking my e-mail because I am constantly throttled down to 2G, which you are probably more than aware what that speed is like.

My specific complaint -

- 1) Boost Mobile has breached the terms of my original agreement and are treating me the same as if I was a new customer on a new plan (i.e. only 2GB and then throttling down to 2G speeds afterwards)
- 2) This same practice stands against your previous rulings that throttling "unlimited" customers is not truly unlimited.
- 3) Sprint, as the owner of the subsidy Boost Mobile, lied in its announcement as four months later I am still constantly throttled to such a speed that my phone is useless 75% of time and it causes constant problems with everybody else.

I have kept all documentation - paperwork and text messages - in regards of everything I wrote above. I can prove my original terms and contract of the unlimited plan I signed up with, their notifications over time as they slowly stated that they were going to change the way they treated me until I am basically the same as a new plain 2GB customer, along with a total of 133 text messages documenting their communication with me.

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**Ticket: # 591787 - Internet Data Caps****Date:** 10/15/2015 3:36:13 AM**City/State/Zip:** Hayward, California 94544**Company Complaining About:** Comcast

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**Description**

Comcast has been doing 'market trials' on a Data Cap for their internet services since 2012 and have slowly been pushing this 'trial' onto other states. While I am not affected (yet), I am concerned about those who have been forced into this and have been paying the same amount for what is less data.

Comcast seems to wish to limit data to kill off streaming services, such as Netflix, Hulu, etc. With such low data caps, this is a real possibility.

Online gaming is also effected as it is a huge part of society in this day and age. With Net Neutrality having been upheld by the FCC, it seems to me that Comcast wishes to somehow throttle free internet by limiting data usage. If I recall reading correctly, Comcast stated the limits were to help keep costs low for customers, which seems to have no data supporting such a claim.

I implore the FCC to please review Comcast (as well as other ISP such as Verizon, AT&T U-Verse and Time Warner Cable) for their unlawful cap of internet data transfer and attempts to throttle internet access for their own monetary gain via extra fees and charges. Should these caps be implemented nation-wide, we as consumers would be strong-armed into allowing this, be it due to a monopoly of the area or lack of competition to turn to.

We, as consumers, have a right to unlimited data for internet free of censorship and throttling.

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**Ticket: # 593846 - Lawful service being blocked by mobile broadband provider**

**Date:** 10/15/2015 5:22:45 PM

**City/State/Zip:** Brewster, Massachusetts 02631

**Company Complaining About:** AT&T

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## **Description**

I currently have an unlimited data plan with my mobile provider, AT&T. I have a device(iPhone) which is capable of creating a mobile hotspot. However, AT&T refuses to allow me access to this service unless I downgrade my data plan. I believe this interferes with 47 CFR sections 8.5 and 8.11, specifically with regard to the the blocking of "lawful...services, or non-harmful devices". I do not believe access to this service in any way goes beyond the limits of "reasonable network management". AT&T has recently established and enacted it's new threshold for "reasonable network management" with regard to data consumption by increasing the data cap before throttling occurs from 5GB to 22GB, as of October 1, 2015. AT&Ts current plan offerings distinguish between smartphones and hotspot devices, but does not appear to preclude the smartphone from acting in both capacities. I have been unable to find any legitimate reason why I am disallowed from using my device and data plan to their fullest lawful and non-harmful capabilities. Please contact me for any additional information. Thank you for your consideration.

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**Ticket: # 594639 - Data Caps**

**Date:** 10/16/2015 12:52:21 AM

**City/State/Zip:** Saint Helens, Oregon 97051

**Company Complaining About:** Comcast

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## **Description**

Comcast is threatening capping our internet service. They throttled us for years (and probably still do) once we hit a cap that should not have been there since it is an unlimited plan. Nothing has happened to them for throttling.

Now they are threatening us with caps. If the user wants to disconnect cable tv service, they state the speed limit decreases and if you do not like it then you must purchase a set speed at a set price that is higher than if you had no cable tv.

It is obvious what they are doing. They are losing their cable tv subscribers and raising the internet users on pricing by using data caps. It is obvious they are hurting a range of customers simply because they do not like the fact people want all la carte tv service and since it is not offered, they go with internet streaming services such as netflix, hulu etc etc. Which requires internet. So they are capping the users to make it impossible to enjoy those services!

Please stop this from happening!

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**Ticket: # 594663 - T-Mobile's "de-prioritizing" Policy****Date:** 10/16/2015 1:08:41 AM**City/State/Zip:** Irving, Texas 75060**Company Complaining About:** T Mobile

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**Description**

Hello FCC, I first thank that you took the time to read my complaint.

I am filing this complaint because I believe T-Mobile is being dishonest and non-transparent on its throttling policy. When I first got with T-Mobile, both the representatives at the store-where I bought my phone-and the at the call center told me that on rare occasions that the tower I was connected on was congested, I would be slowed down, or "sent to the back of the line" so that other costumers who used less data weren't slowed down. They also told me that I shouldn't be able to notice the difference in speeds because I would be slowed down but not to speeds that were "unusable." Recently, I called in to the call center because my speeds were at around .16mbps constantly where ever I would go. They told me that they have this policy that they started enforcing where if a costumer reached the gb of more than 97 percent of all people on the network that I would be slowed down or de-prioritized. I verified with three representatives a manager included, they all told me that this policy states that once a costumer reaches 21gb of data usage that costumer would be slowed down and yes even to very slow speeds until the next billing cycle. They all said that this works based on account and zip code so once an account is "flagged" that person will be slowed down regardless of the tower they are using and during peak times even when the tower is not congested. My argument is that this doesn't make sense. This is throttling it they are slowing someone down regardless of location or times of congestion. I understand that when towers get congested they need to slow down some heavy users but not all the time. It is not my fault they they are advertising what they cannot deliver. I am not paying only half my bill per month so why are they only offering minimal service. I see that Sprint stopped its throttling practices if they can do this and still manage a network why can't T-Mobile? basically they told me that there is nothing they can do. The speeds I am getting for the rest of the month are at .16mbps that is like the AOL dial up speeds. I cannot check my e-mail or anything throughout the day because my account is flagged. If this was done only when towers are congested and by location then I would understand but not all the time. This is not fair that I am paying for service that I am not receiving. Thank you again for taking the time to read all this. I know that it is lengthy.

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[Ticket: # 596924 - ATT internet in Los Angeles](#)

**Date:** 10/16/2015 9:48:05 PM

**City/State/Zip:** Los Angeles, California 90013

**Company Complaining About:** AT&T

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## **Description**

AT&T cable internet services in Los Angeles is throttling all google entities. All other search engines and mapping sites respond very fast but google is very slow. Funny thing is when I fire up my VPN the speed comes back to google magically.

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**Ticket: # 597887 - internet traffic fast on some sites but all changes daily**

**Date:** 10/17/2015 9:24:22 PM

**City/State/Zip:** Hendersonville, North Carolina 28792

**Company Complaining About:** Morris Broadband

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## **Description**

i have been trying to figure out why our internet can be fast on you-tube one day and the next is super slow hardly plays and then the next day fast again and then slow again. almost all the time it is not just you-tube a lot of sites do this and you-tube can be fast one day and the same day google will be slow. or vice vs a. a lot of time our ping jumps up to 999ms and we cant do anything online. Morris says i have to pay for a tech to come out ot my house but the problem is not at my house I think they are throttling me on the web sites i use. if i spend the day on you tube. i use it for making videos for money the next day I cant it is super slow even though everything else online is fast. this has been happening every time i us a site heavily. the next day that same site will be super slow. it is like clock work how this happens everytime. from day one the morris customer service said i could upgrade my speeds and that would allow me to have more access to the data that they could give me. but im pretty sure they should not me throttling me because there are new laws about that.



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**Ticket: # 598213 - Xfinity/HBO Go**

**Date:** 10/18/2015 12:43:55 PM

**City/State/Zip:** Flint, Michigan 48504

**Company Complaining About:** Comcast

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## **Description**

I find it absurd that Comcast Xfinity is still allowed to block HBO Go from my PlayStation 4. They are breaking many rules set by the FCC!

"No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.

No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.

No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no “fast lanes.” This rule also bans ISPs from prioritizing content and services of their affiliates."

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**Ticket: # 598691 - Follow up to complaint #579811**

**Date:** 10/19/2015 12:42:48 AM

**City/State/Zip:** Dublin, Ohio 43016

**Company Complaining About:** AT&T

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## **Description**

AT&T did not satisfactorily resolve the issue brought up in complaint #579811. I have attached AT&T's official response to this complaint and my response follows.

1. The complaint was not necessarily a request , but an overall complaint against AT&T's deceptive practice of throttling unlimited data plans. I understand that restoration of my unlimited plan may no longer be technically possible. I am willing to accept a permanent reduction on my current bill or increase on my current 15GB data cap as compensation for the fact that unlimited plans are no longer throttled at such low amounts of data. However, the attached email did not even mention the possibility of other compensation.

2. Mary's claim that there is a supposed "90 day" grace period in which I could have reinstated the unlimited plan is completely fictitious and laughable. I tried to restore the unlimited plan ON THE DAY I switched to the new plan and was denied by AT&T representatives at that time (not Best Buy).

Because the attached email was rude and condescending in tone, instead of replying to AT&T, I am directly filing another complaint with the FCC.

If AT&T does not solve this issue to my satisfaction in a polite and civil manner, I will pursue this issue with the FCC further to investigate this blatant consumer exploitation.

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**Ticket: # 599522 - Charter Cable script injection while browsing websites****Date:** 10/19/2015 1:42:38 PM**City/State/Zip:** Elizabethton, Tennessee 37643-4789**Company Complaining About:** Charter

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**Description**

Hello, I have been doing some research and would like for you to tell me if you can do anything about this. Please see the attached image where Charter Cable Internet Service Provider has suddenly started injecting scripts above websites that I browse. At first I thought one of my business contacts had a virus on her website and I told her she did. This is highly embarrassing to find out that that wasn't the case. I then thought I had a browser attack because I saw the same thing happen some days later but it was on a website that I actually built for one of my clients. I looked at the source code of the website and there was no virus affecting the code. I then used Firefox's "Firebug" program to view the page that was corrupted, and that's where I discovered what was going on.

Charter Cable is injecting javascript that pushes the website down and into an iFrame and inserts their spamming messages above the website. In the image attached, you will see their spam at the top, a portion of the top of the website I built, and at the bottom the Firebug results where I have arrows and text on the image explaining the three sections.

I did some more research trying to figure out how this "Trojan" got on my computer and I came across this website page where someone is discussing exactly my issue.

[https://www.reddit.com/r/AskNetsec/comments/3gcz7m/charter\\_injecting\\_scripts\\_into\\_my\\_browser/](https://www.reddit.com/r/AskNetsec/comments/3gcz7m/charter_injecting_scripts_into_my_browser/)  
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On the page it says

FCC-15-24A1 Protecting and Promoting the Open Internet GN Docket No. 14-28 Report and Order on Remand, Declaratory Ruling, And Order Adopted 2/26/15..... ..

A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a non-harmful device, subject to reasonable network management.

With the no-throttling rule, we ban conduct that is not outright blocking, but inhibits the delivery of particular content, applications, or services, or particular classes of content, applications, or services.

272 Likewise, we prohibit conduct that impairs or degrades lawful traffic to a non-harmful device or class of devices. We interpret this prohibition to include, for example, any conduct by a broadband Internet access service provider that impairs, degrades, slows down, or renders effectively unusable particular content, services, applications, or devices, that is not reasonable network management.

We emphasize, however, that to be eligible for consideration under the reasonable network management exception, a network management practice that would otherwise violate the nothrottling rule must be used reasonably and primarily for network management purposes, and not for business purposes.

No-Unreasonable Interference/Disadvantage Standard. In addition to these three brightline rules, we also set forth a no- unreasonable interference/disadvantage standard, under which the Commission can prohibit practices that unreasonably interfere with the ability of consumers or edge providers to select, access, and use broadband Internet access service to reach one another

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Isn't this illegal?

I have been embarrassed by this and had to apologize to a possible website client/contact/referral source. I have spent time researching this. If you cannot do anything about it, please let me know who to contact that would take this case on in a court of law. I am not willing to let this go, as this seems to be a new "attack" that Charter will continue to do if they can continue to get away with it.

Thank you

██████████, owner  
Tri-Cities Web Solutions  
██████████

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**Ticket: # 599668 - Comcast Internet data usage caps**

**Date:** 10/19/2015 2:21:47 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** Comcast

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## **Description**

Comcast did not inform myself or my roommate that there would be a data usage limit implemented when we signed up for the service. They frequently throttle Internet speeds as well as are misleading with their data limits. How is it that only one cable Internet provider in the entire nation is allowed to cap residential data? It costs them nothing in terms of man hours or equipment maintenance for users to utilize more data per month, and no other provider caps home use. I believe that this should not be allowed, and the FCC should intervene immediately and bring an end to this unfair business practice.

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[Ticket: # 600076 - Throttling unlimited data plan](#)

**Date:** 10/19/2015 4:22:55 PM

**City/State/Zip:** Caldwell, Idaho 83605

**Company Complaining About:** Sprint

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## **Description**

I have been a sprint customer since 2001 and i just heard that they are limited my unlimited data plan by throttling me at 23gigabytes per month. I find this unfair for them to slow my speed and are trying to deter me from my unlimited plan to go to a plan that is limited. I wish wireless providers kept the internet open and didn't throttle or slow down speeds

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**Ticket: # 600794 - Internet Data Caps**

**Date:** 10/19/2015 8:53:41 PM

**City/State/Zip:** Clovis, New Mexico 88101

**Company Complaining About:** Sudden Link

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### **Description**

The cap of 350 gb a month on my account is ridiculous. I have gone over my overage every month since I have had this internet company, and they are the only option in my area. They don't bother throttling the internet, just instantly begin to charge me more money. Having this data cap for 0 technical reason is bogus.

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**Ticket: # 603355 - Internet Blocking/throttling**

**Date:** 10/20/2015 9:56:01 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

I have used the Comcast Xfinity WiFi service, which can be linked to a broadband account or purchased separately without any obligation. Both allow the customer to connect to any internet hotspot provided by Comcast. When connecting to this service, certain files are not allowed to be downloaded and are blocked/throttled after they are started at almost exactly the same spot, every time. These files can be anything from drivers provided by ASUS or nVidia to free to download open license programs, nothing illegal. But when connecting to their private customer broadband side of the WiFi being broadcasted by the same modem, there's no issue. One file that I distinctly have flagged by them is nVidia's video driver located at

<http://us.download.nvidia.com/Windows/358.50/358.50-notebook-win10-64bit-international-whql.exe>.

This file is habitually stopped at about ~785k, no matter which Xfinity WiFi hotspot being used.



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[Ticket: # 603541 - Comcast should have their executives put in jail for fraudulent practices...](#)

**Date:** 10/21/2015 2:43:48 AM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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## Description

We are paying for a 50 Mbps connection that regularly goes down to below 1 Mbps for most of the day. Videos will often not load at all, only webpages will. Downloads will mysteriously inch forward at 100kps. I've tried seeing if a VPN would effect the Internet speeds, they do, but the benefit is only for a few minutes before it reverts to a connection speed from 20 years ago. This is clearly a fraudulent example of throttling. I've tried contacting Comcast about the problem and it mysteriously goes away for 24 hours before it comes back again.

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**Ticket: # 603660 - Retaliatory response from Comcast/Xfinity**

**Date:** 10/21/2015 9:12:10 AM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

After my previous complaint on October 18, 2015, a comcast agent called to ask further in regards to my complaint. He didn't respond to any of my arguments besides saying that Comcast was FCC compliant. After the call, Comcast remodeled my services without my permission to include a \$30 "unlimited" data cap.

I have today, effective immediately, removed all xfinity/comcast services from my home. I will be forced to go to public places and use public wifi because I will not be giving another penny of my hard-earned money to this company.

Comcast/Xfinity may have found many drawbacks to the Open Internet regulations, but they have succeeded in finding a loophole with usage-based pricing and data caps. I refuse to be burdened with this extra overage charges for watching too much Netflix, Hulu or YouTube. Since they can't charge the companies, they will try and charge me.

I'll admit. Comcast has won. Many customers will not take such a drastic measure such as cancelling the service, especially when there's no other ISPs around. I even had to cancel my services with Netflix because I can no longer use it.

They are by essence breaking every rule of the Net Neutrality regulations indirectly:

- Throttling: They are making customers throttle themselves by watching carefully for data overuse, since they would have to pay a hefty cost of \$10 per 50gb (the size of one to two average computer games).
- Blocking: Can't watch Netflix or use YouTube if you've been using it too much. Thanks to the caps, customers will be wary of where to go online thereby blocking themselves from using the service.
- Paid Prioritization: By including usage-based pricing, the providers that would've been charged for a "fast-lane" will now be offset by customers going over their data caps.

Comcast has, undoubtedly, lied about data caps only affecting a small minority. Cord cutters are growing in number, because Netflix and YouTube is so much better than cable, in everyway. Comcast can fight innovation all it wants, but they will simply alieanate customers further. A name change won't save them this time.

  
A Concerned Citizen

This will be my last transmission with this ISP.

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**Ticket: # 605890 - Verizon Throttling Bandwidth to HBO Now**

**Date:** 10/22/2015 12:28:57 AM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** Verizon

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## **Description**

It is clear that Verizon is throttling my bandwidth, and I assume I am not alone with the issue. Watching HBO Now is impossible any time in the evening. If I direct my iPhone to content via my Wifi connection, it has the same issue as do my hard wired devices: Apple TV, Roku-3, and MacPro; or my wireless: MacBook Pro. If I disable Wifi on my iPhone and use Verizon's mobile network (LTE), naturally there are no delays, as is expected. Since I pay per GB, Verizon has an incentive for me to use all I want and introduces no intentional constraints.

When about 1 1/2 years ago, Verizon interpreted a court ruling allowing them to "manage data", Netflix, which had previously worked well, became totally unreliable. And once Netflix finally agreed to Verizon's extortion by co-locating and paying for servers to be hosted on Verizon's network, the problem went away. This was not the only tactic used by Verizon, but Time Warner, Comcast and other major ISP's.

Verizon wants to force cable cutters back to their cable services using any tactic possible. Delivering HBO Now over the internet forces Verizon to use their customer's monthly fees to cover the cost of providing adequate bandwidth. This alone is not enough to quench their insatiable greed.

What is the point of the FCC ruling to regulate the few behemoth companies that own almost all the remaining pipes as communications companies when providing internet services, if they throttle traffic with impunity? When will the FCC actually do something? It is clear with a few google searches that Verizon is actively throttling traffic that competes with their cable services. See the article in the Guardian.

<http://www.theguardian.com/technology/2015/jun/22/major-internet-providers-slowng-traffic-speeds>

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**Ticket: # 607211 - Comcast Throttling in Miami**

**Date:** 10/22/2015 3:37:17 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

Just this month Comcast had decided to start throttling my internet to 300GB a month, Historically i use over 600GB a month. we have 4 people living in this household we don't use the TV, we all watch movies online, stream music online, and download and play our games online. Comcast had not only implemented this Suddenly, but WITHOUT WARNING us about it! this is a disgusting move on their part and it should be stopped.

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[Ticket: # 607959 - AT&T throttling my internet connection.](#)

**Date:** 10/22/2015 7:32:53 PM

**City/State/Zip:** Columbus, Ohio 43229

**Company Complaining About:** AT&T

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## **Description**

At times my ability to stream video is severely impacted to the point I can't stream video. I believe my internet connection is being throttled. I also cannot run a jitter test on any speedtest website.

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**Ticket: # 609848 - Comcast has been providing poor service, interfering with Deaf consumer's videophone**

**Date:** 10/23/2015 4:56:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

(PROCESSED BY CTR 364) Mr. [REDACTED] states that Comcast has been providing his agency (Georgia Council for the Hearing Impaired) with very poor quality for his videophone calls (including packet losses, which are very disruptive for video conferencing), and he suspects that they have intentionally been throttling his speeds to discourage his use of video communication - which he depends upon to access the telephone network. Mr. [REDACTED] also alleges that Comcast has given him very poor customer service, and they have not sent an engineer to analyze the video calling issue. Mr. [REDACTED] states that he has talked with Donald in Comcast's Engineering Department (720-267-1575) - who has given him "the runaround" and has not solved the packet loss issue that the agency is experiencing with Comcast.

Mr. [REDACTED] wishes for the FCC to look into this and requests that Comcast send an engineer to visit the premises so to examine the issue to see what can be done.

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**Ticket: # 610698 - Comcast 300gb Data Cap****Date:** 10/24/2015 11:31:04 AM**City/State/Zip:** Duluth, Georgia 30096**Company Complaining About:** Comcast

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**Description**

Comcast has recently instituted a soft "data cap" on top of my speed based billing plan. Although the internet does not get cut off I am charged additionally for usage over 300gb. Since my plan is speed based (given that Comcast sells it as a 100gb/s plan) it is highly unethical that they are changing our agreed upon contract and now charging me based on usage. I have also noticed that as soon as I hit the 300gb "cap" my Netflix and Youtube quality dropped dramatically and at times would refuse to load at all. Other sites loaded without issue and speedtests to other destinations came back quickly. No Netflix or Youtube service interruptions were happening. Comcast also does not show their method of collection data usage which as many other customers have discovered, often does not match the true usage of customers. I spoke with "Mike" on the phone who said he was unable to remove the cap or transfer me to a supervisor and was only given a ticket number to identify him: NA188644711.

Over the next several months I will be independently monitoring my internet usage and any discrepancies will be reported in further FCC filings.

Given my current interactions with Comcast I believe they are using unfair business practices and potentially violating Net Neutrality legislation by throttling streaming video speeds. It is deplorable to sell a service as speed based and later put a data cap on it and attempt to charge more. If they sell a service that allows for 100gb/s then I should be allowed as much usage as possible and the only limitation being the speed. My usage most often does not degrade usage for other customers as the majority of my bandwidth is due to large downloads (xbox and steam games) overnight 2am-6am when most users are asleep.

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[Ticket: # 610805 - Comcast Throttling](#)

**Date:** 10/24/2015 12:46:48 PM

**City/State/Zip:** Marietta, Georgia 30008

**Company Complaining About:** Comcast

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## Description

Comcast has been throttling my legal traffic towards the end of the month even though we are already paying overages on data caps. I know this is happening as my download speeds on iTunes for free podcasts is exceptionally slow but then I can connect to a private VPN and download them at a normal speed. I can also tell they are prioritizing traffic on sites like Facebook while Netflix is not able to stream correctly.



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**Ticket: # 610948 - Due to Government and FCC regulations, customers are limited to ISP's in certain areas**

**Date:** 10/24/2015 3:15:16 PM

**City/State/Zip:** Winston Salem, North Carolina 27105

**Company Complaining About:** Fcc And Government Regulations

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## **Description**

From my understanding, my ONLY options for and ISP in my area are limited to TWC and AT&T. Although CenturyLink and ClearWire are able to provide, they are not allowed to sell their services in my area. I've witnessed my internet services being throttled back by both of the "allowable" companies and do not feel I should be paying for an ultimate plan at 50mbps per month when a speed test clearly shows I am maxed at 17mbps due to "sharing" lines with other users in my neighborhood. CenturyLink and ClearWire do not do this to their customers, yet they are not allowed to sell in my area due to FCC regulations. Why is that? Who got the kickback from AT&T and TWC to make this impractical decision? Doesn't this go against an Open Internet when two high-powered enterprises can dictate to the FCC what areas they are going to operate in? And what about consumers who get price-gouged and limited internet speeds at full retail cost? How is that within FCC's protection of these issues? CenturyLink has exactly the service I am looking for, dedicated DSL with no sharing so I get exactly the speed I am paying for. I can use my Verizon hotspot and get better upload and download speeds than what either AT&T or TWC charge me for; however, that is not a viable cost-wise solution and not an answer to the limit of the Open Internet and Net Neutrality position the FCC claims to have.

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**Ticket: # 611673 - Slower data**

**Date:** 10/25/2015 2:42:43 PM

**City/State/Zip:** Mcdonough, Georgia 30253

**Company Complaining About:** Sprint

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## **Description**

Sprint is still throttling my services despite announcing that they would stop doing so. My data is significantly reduced after just a week of paying my bill. I can't even see the pics on facebook once my data is slowed. I'm paying the same price as everyone I don't see why my data is being slowed.

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**Ticket: # 611680 - Internet Data Caps**

**Date:** 10/25/2015 2:45:27 PM

**City/State/Zip:** Beverly, West Virginia 26253

**Company Complaining About:** Sudden Link

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## **Description**

The data allowance data they are basing their allowance of internet usage is based on data over 2 years old. They say that only 1% of their users will go over their data usage. And their data is based on flawed data at best. The guy they had their information data mined through is the same idiot that tried to lie and say internet companies were not throttling internet connections to streaming sites.

And the data was gathered before the release of Microsofts Xbox One and the Playstation 4 both of which eat up large amounts of bandwidth. And does not take into account homes with multiple family members online or multiple devices being connected at once. And does not take into account video streaming services such as Netflix. 250 gigs a month is nothing i chew through that within 15 days.

In the past year i have exceeded my 250 gigs of usage 7 out of the 12 months. I've exceeded their max data plan twice which is 450 gigs. And what evil deed am i doing to use up that much data? Watching youtube and watching Netflix. And buying and downloading games from steam and the Playstation Network.

And i know why they are doing this. They have no competition here where i live so they can charge what ever they wish. And by putting limits to data they can stop their customers from using other online internet streaming services that compete with them and force you to buy and use their expensive cable packages. Please do some thing to stop this.

Their internet data usage is flawed inaccurate and does not work correctly at all. The data they based their allowance use on is out dated and flawed written by a guy that is well known to be paid to say what ever the company needs him to say. And we the customers are being taken on a ride and being done wrong. Please investigate this more closely.

The link to the data they base their allowance on is here:

[http://www.netforecast.com/wp-content/uploads/2013/04/NFR5115\\_Suddenlink\\_Accuracy\\_Assessment\\_Report.pdf](http://www.netforecast.com/wp-content/uploads/2013/04/NFR5115_Suddenlink_Accuracy_Assessment_Report.pdf)

Note that it was published back in April of 2013. And it was one small sampling of their customer base and does not even show the amount of customers involved their demographics such as base net income and family size or what devices and services they used. Yet we are told to trust them that only 1% of their customers ever go over their data allowance. Please get this data bullcrap pulled from our services we do not want them and did not ask for them.

We were all signed up under the premise that we would be getting unlimited data usage with our service. And they are now changing this and now looking to charge us more. Please do some thing anything to help us out here in Randolph County West Virginia.

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**Ticket: # 612356 - Comcast Data Caps and Data speed throttling****Date:** 10/26/2015 10:17:55 AM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

About a year ago Comcast informed us that our once unlimited data plan that we were under contract to was now a part of a "test market". This test market would be capped at 300 GB Data limit each month and then penalized for going over that mark. Since then it has been rare that we have hit the 300 gb cap but when it does happen its constant phone calls and emails from Comcast, making you feel like you have done something wrong...This became a problem this month when we hit our cap and I asked if I could pay more , or switch plans and they answered by saying I was on their best plan and there was no way out of the data cap regulations in a test market...Shortly after the email and phone call notifications of data limit exceeded our internet speeds were extremely throttled almost unusable. Many test over a 48 hour period showed steady rates close to dial up speeds and nothing near the average 10MB or so we were guaranteed and paying for that we always had. After a call in to Comcast, they claimed they would never . Shortly after that call things seem to return to normal speed wise. I have heard others complain of this same type of behavior from Comcast. I don't believe this is fair nor right and needs be looked into. Thanks for your time and attention to this situation.

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**Ticket: # 614446 - Net Neutrality and Throttling Tmobile**

**Date:** 10/26/2015 11:07:44 PM

**City/State/Zip:** Kissimmee, Florida 34758

**Company Complaining About:** T Mobile

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## **Description**

Problem with the internet.

I had problem with the internet with T-Mobile in which since June they are throttling me my internet service when I get 20GB capacity. When I call them they tell me that are lowering the internet to give priority to those which used less internet. The representative tell me that they have a latter that the company send them in which they have the right to give priority to those that use least internet. Today October 26, 2016 at 10:20pm called again for the same problem and I made mention of the law that is in net neutrality <http://www.fcc.gov/openinternet> they tell me that they have another I latter in which they can prioritization or give throttling after a certain amount used on the Internet. I see is illegal according to the FCC <https://www.fcc.gov/openinternet>

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**Ticket: # 618059 - Abuse of consumers and myself, yet again.**

**Date:** 10/28/2015 1:26:39 PM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Comcast

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## **Description**

I just do not understand, Commissioner Wheeler. Why is this practice okay at all?

<http://bgr.com/2015/10/28/why-is-comcast-so-bad-57/> What will it take to stop these guys? How do we become competitive AND fair again???? This is my complaint, as exactly this happens to myself with Comcast here in East Lansing. They throttle and slow lane my ass all day! I'm sick of it!!

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**Ticket: # 618712 - Data caps and throttling**

**Date:** 10/28/2015 4:25:59 PM

**City/State/Zip:** Grimesland, North Carolina 27837

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink in Greenville NC/Grimesland NC area has data caps and throttling in place. I ask that the FCC uphold net neutrality and require providers to do away with both.

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**Ticket: # 619881 - Comcast throttling**

**Date:** 10/29/2015 8:48:55 AM

**City/State/Zip:** Miami, Florida 33125

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Miami, FL area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit? Along with that they are also throttling my speed which im subscribed to a 50mps plan and only getting 1.12mpbs "Absurd" as you will see proof in the attachments, and being ripped off by this company.

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrairily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.



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**Ticket: # 622187 - Comcast Data Cap**

**Date:** 10/29/2015 11:47:24 PM

**City/State/Zip:** Fresno, California 93720

**Company Complaining About:** Comcast

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### **Description**

Comcast has begun imposing data caps and restricting usage to the internet by throttling access on my account. Fages fail to load, being unable to connect. To watch a youtube video it takes a significant amount of time to load. however, to watch anything on comcast.net, the internet suddenly is much faster.

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[Ticket: # 622796 - Comcast data cap](#)

**Date:** 10/30/2015 11:50:03 AM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

No provider to switch to, data capping/throttling even though there are unlimited resources to provide data to paying customers

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**Ticket: # 623992 - Throttling and Connection issues**

**Date:** 10/30/2015 6:03:07 PM

**City/State/Zip:** Greenwood, Delaware 19950

**Company Complaining About:** Delmarva Wifi

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**Description**

We are paying a 110\$ premium for unlimited high-speed Internet services. Our package (Residential Line-of-Site Advanced) offers 8Mbps down and 1Mbps up thru 25Mbps down and 25Mbps up. We are currently receiving 10Mbps down and 1.5Mbps up(due to their radio's limitations) but our download speed after exactly 16.5MB of data gets throttled down to 1Mbps, making the internet connection unusable(Skype, Netflix, Hulu, Youtube, etc).

I also feel my privacy is being invaded. Our ISP is redirecting all of our DNS requests to their own DNS resolver using a Transparent DNS Proxy(intercepting all requests on port 53, used for DNS). I'm completely unable to use OpenDNS(208.67.222.222, and 208.67.220.220).

They claim "All services listed are completely unlimited without any usage restrictions or term committments.", I feel I'm being restricted to using their DNS server. This causes me a lot of DNS problems, like webpages not loading, general DNS errors and so forth. Limiting my connectivity to the Internet.

It's even causing my Multiplayer games to not resolve another person's IP address, leading in me not being able to play them.

We've tried contacting them regarding this, but we haven't received any response and its been like this for a little over 2 months now.

We're not getting the services that are being paid for, and we feel our right to privacy is being infringed.

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**Ticket: # 624319 - Comcast**

**Date:** 10/30/2015 8:59:33 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

The data cap of 300gb per month needs to be put to a stop. I do not agree with their practice but I cannot opt out. They force these fees on us that are unacceptable. Everything is a fee even when my internet is being throttle at 2 in the morning. There should be no reason why my internet speed fluctuate.

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**Ticket: # 624363 - Data caps, speed throttling, and unfair competition.**

**Date:** 10/30/2015 9:27:42 PM

**City/State/Zip:** Magnolia, Delaware 19962

**Company Complaining About:** Comcast

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## **Description**

Comcast recently has been implementing data caps on its customers.

They are stating that it is done to 'be fair'. However, it is only punishing people who rely on internet for work or entertainment. The second you go over their data caps, you get charged more, and your speeds get throttled.

These data caps are also being imposed on people who have contracts with Comcast. These contracts do not allow for this, essentially breaking the contract. However, if you try to cancel their service, since they broke the contract by imposing data caps, they try to charge you for ending the contract early, even though they are altering the agreement/payments AFTER you have signed the contract.

The fact that they can easily get away with this, with little to no oversight protecting the consumer, is ridiculous. They are allowed to just alter contracts on thousands of people and charge more for doing nothing.

There needs to be more competition in the cable/internet industry to allow competition to prevent these kind of issues. Additionally, more oversight/regulation on these shady practices need to take place

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**Ticket: # 624873 - Lack of competition, data caps, net neutrality**

**Date:** 10/31/2015 11:22:04 AM

**City/State/Zip:** Southfield, Michigan 48033

**Company Complaining About:** Comcast

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## **Description**

I'm writing to voice my concern with the lack of ISP competition, potential data caps, and unregulated net neutrality.

According to my research, my home is limited to two options of Internet service because of legal roadblocks preventing smaller ISPs from expanding to my area. With internet being a need for communication and work, this has forced me to choose Comcast.

Comcast has begun to enforce data caps that are well below my required monthly usage. Expectedly, my usage consistently increases as more and more services require internet access. With a lack of options and the introduction of data caps, I am essentially a slave to Comcast's pricing.

As someone who has the know-how and potential to create an online service, I find the lack of regulation regarding net neutrality astounding. Larger companies and ISPs have the ability to put me out of business before I even begin, creating perks (Unthrottled, unmetered connections) for companies that can afford it.

The issue of Internet access is of the utmost most importance to me as it relates to my career and livelihood.

██████

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**Ticket: # 625081 - ComCast Data Cap / Not Happy**

**Date:** 10/31/2015 2:07:03 PM

**City/State/Zip:** Pembroke Pines, Florida 33025

**Company Complaining About:** Comcast

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### **Description**

ComCast Data Cap & Billing Customers for overage when clients are or having already been receiving unlimited internet and also throttling internet usage as well

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**Ticket: # 625465 - ISP data caps**

**Date:** 10/31/2015 7:27:11 PM

**City/State/Zip:** Coatesville, Pennsylvania 19320

**Company Complaining About:** Charter

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## **Description**

ISPs such as Comcast and Verizon are exploiting the low to 0 competition environments found across this country to act in an anticonsumer fashion. Actions such as data caps and throttling would not be possible in a fair market.



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**Ticket: # 625985 - Data caps on cable internet**

**Date:** 11/1/2015 4:17:19 PM

**City/State/Zip:** Cortland, Illinois 60112

**Company Complaining About:** Mediacom

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## **Description**

Mediacom llc in illinois 60112 is capping and throttling data on internet usage. It is appalling and criminal to steal from people paying outrageous prices for internet. I have no other option in my area. This monopoly is holding me hostage, and is illegal. Stop these companies from taking advantage of us. I have also alerted my congressman and senators.

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**Ticket: # 626030 - Throttling, data cap**

**Date:** 11/1/2015 4:44:39 PM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

I am supposed to get 75 mbps d/l - during peak hours it drops to 40 (on a good day) or 1.2 on a bad day. It drops every day. HI have paid my own tech support as I get nowhere with Comcast and there is nothing wrong with my equipment. Now, (area code 33325) we are getting data caps as well. Comcast is unhappy that cable TV sales are taking a hit from Netflix/youtube, etc. I only stream data, I do not subscribe to cable TV. I do not appreciate paying twice for the service (once for the poor service, and again to remove the data cap) only to be throttled down so I still cannot use this.

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**Ticket: # 626715 - Internet Service Providers Throttling User Data Usage****Date:** 11/2/2015 1:55:30 AM**City/State/Zip:** Centennial, Colorado 80111**Company Complaining About:** Comcast

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**Description**

ISPs should not be allowed to throttle users. They have created a monopolistic position that allows them to not only extort their users with unreasonable and unjustifiable fees but to completely ignore their customer feedback. Comcast has one of the worst customer rating and yet I can't do anything about it because there are no other capable service providers in my area. I have moved 4 times in the past 4 years and this has been the case wherever I go. It is obvious that these ISPs are ignoring the need for upgraded infrastructure because it cuts into their profit and the benefit of upgrading is far less profitable than just applying band aid fixes for years on end.

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**Ticket: # 626782 - Comcast Data Caps**

**Date:** 11/2/2015 3:53:20 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

I've noticed my speeds with Comcast have been severely throttled and in some cases the connection has completely gone out after a certain time. Turns out I am in a "Data usage trail"

Found here: <http://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

My service with Comcast is for Unlimited internet at a specific bandwidth. Never were data caps mentioned, and I did not choose to be a part of this trail.

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**Ticket: # 626799 - COMCAST residential internet caps**

**Date:** 11/2/2015 5:39:40 AM

**City/State/Zip:** Atlanta, Georgia 30332

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint against Comcast, for using their monopoly over residential broadband in my area to force customers into paying unfair fees and prices for internet services that cost them little to provide. Their practice of throttling residential users to 300GB per month is absurd. If smaller ISP's were allowed to compete in the market, Comcast would be forced to have reasonable prices and services as has been proven in places where Google Fiber has entered the market.

Comcast has demonstrated unethical and illegal behavior again and again. I hope the FCC will do the right thing and force them to comply with anti-competitive practice laws.

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**Ticket: # 626873 - Data Caps****Date:** 11/2/2015 9:04:44 AM**City/State/Zip:** Hattiesburg, Mississippi 39401**Company Complaining About:** Comcast

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**Description**

Comcast has been using data caps down here for a good while. They don't have it nation-wide, and it's a pain in the ass. I don't know why they decided to implement them on us, when we're paying for the otherwise same service in MS that CA gets. I've gotten notifications through my browser saying I'm getting close to the cap and that they'll throttle my service, or I can pay an exorbitant amount for an extra gig.

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**Ticket: # 626972 - Comcast Datacap**

**Date:** 11/2/2015 10:14:49 AM

**City/State/Zip:** Doral, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

We received a call stating that we had reached a monthly data cap with our home internet when we weren't told anything about this when we signed up for the service. Apparently we are part of the area where comcast is testing data caps, which is not ok with us, since our internet is being throttled.

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**[Ticket: # 627040 - End Comcast Data Throttling and Data Caps](#)**

**Date:** 11/2/2015 10:42:30 AM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** Comcast

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**Description**

I am a resident of Knoxville, TN and a Comcast user. I share an apartment with two other people, and we all use the same WiFi, of course. Comcast has begun throttling our data when we hit a certain data cap, which happens quickly with three people using the same WiFi. This was NOT part of our contract. Further, this violates the FCC's own rules regarding net neutrality.



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**Ticket: # 630469 - "Unlimited"**

**Date:** 11/3/2015 2:15:06 PM

**City/State/Zip:** Dover, Delaware 19904

**Company Complaining About:** Verizon

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## **Description**

Microsoft claimed that they were going to be giving out unlimited data in OneDrive.

They've now changed their mind on that, after already giving it out and having people invest in it - they are taking it right back.

<https://www.thurrott.com/cloud/microsoft-consumer-services/onedrive/7554/microsoft-reneges-on-unlimited-onedrive-storage-promise>

This is an ongoing issue by EVERY corporation (from Comcast to AT&T) that needs to be stopped by the FCC.

Unlimited should mean unlimited, no throttling, no caps, no nothing.

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**Ticket: # 631591 - Comcast Data Caps and Charging for 'unlimited'**

**Date:** 11/3/2015 7:42:18 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

Hi,

I am preemptively filing a complaint against Comcast. While my area is not currently being throttled/capped, my account does have a meter on it that is not being enforced. In some markets comcast has started enforcing a cap on data, and then in turn charging users for the ability to remove the cap.

I don't feel I need I to explain what is wrong with this, especially considering the monopoly they hold in most areas.

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**Ticket: # 633026 - Age of Technology**

**Date:** 11/4/2015 12:48:57 PM

**City/State/Zip:** Barnegat, New Jersey 08005

**Company Complaining About:** Comcast

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## **Description**

Though I am not capped, Data caps and throttling in this day and age are absolutely unacceptable and are clearly abusive and extortion. Internet has become necessary for receiving accurate information and keeping in contact. A user that has been data capped can not download purchased video games, can not Skype friends, can not stream movies or music, and they can not browse the internet without the financial threats and stress of going over the limit. There is no reason for data-caps other than for a company to bleed it's customer's wallet. It is a selfish and crude policy that preys on the citizens. Throttling and Capping are also a providers way to combat cord cutting, as more and more people are moving towards the internet based media and ditching TV. We can no longer be blind to these obvious money grabbing policies. To claim these practices are in place to "make it fair" is an absolute lie. An open net without capping or throttling is the ONLY way to make it fair. These current policies don't "make it fair", they only "Make a fare" that we, the people, need to pay for absolutely no reason.

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**Ticket: # 633242 - Comcast Data Caps?!**

**Date:** 11/4/2015 1:16:56 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Comcast has been abusing their monopoly of internet service for years but this year has been by far the worst. They have been imposing completely artificial data caps to extort money from their customers, and on December 1st they will be expanding that practice to all over the country.

They are already free to raise my fees at will with no warning or reasoning, but this data cap will give them even more free reign to do whatever they want with my service and overcharge for it, knowing that I have no other options to go to.

It is clear that they are doing this to throttle streaming services like Netflix so that more people will be forced to use cable (they are owned by NBC), but the implications extend even further. Regardless, this is a clear violation of Net Neutrality.

They are providing a public utility, and it should be illegal for them to abuse their customers in this way. PLEASE regulate this company and stop them from extorting money from customers who are already struggling to keep up with their unfair prices.

---

[Ticket: # 633393 - Comcast capped broadband](#)

**Date:** 11/4/2015 1:41:40 PM

**City/State/Zip:** Lancaster, Pennsylvania 17603

**Company Complaining About:** Comcast

---

## **Description**

I live in a house where multiple people use the Internet for prolonged time on a daily basis. This is for work, school, and the families leisure. Comcast is expanding their capped broadband network which would potentially throttle my households Internet speeds and charge us exorbitant amounts for a very average amount of usage.

---

**Ticket: # 633429 - Unacceptable Comcast Data caps**

**Date:** 11/4/2015 1:44:52 PM

**City/State/Zip:** College Park, Maryland 20742

**Company Complaining About:** Comcast

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**Description**

This cap is ridiculous. Data isn't something that is a definable good, you can't throttle it, especially when these companies work together to make things as punishingly unfair to the customer as possible. Data on the internet is a public utility, and if they can't handle the high traffic due to shoddy serves, it makes no sense that the customer should pay more for the same poor service.

---

**Ticket: # 633494 - All Major ISPs - Specifically Comcast**

**Date:** 11/4/2015 1:51:00 PM

**City/State/Zip:** Westminster, Colorado 80021

**Company Complaining About:** Comcast

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## **Description**

ISPs in America are involved in deceptive and monopolistic business practices, because many of them are also cable television providers. They are losing cable customers to companies like Netflix, and instead of trying to improve their services or pricing, they are instituting data caps and throttling traffic to their competitors. This is a clear conflict of interest, and one that would not exist if consumers had another choice in their ISP. Companies like Comcast have lobbied local governments to keep out competitors which has led to regional monopolies and no real choice for consumers. These problems should not exist in the United States. We pay taxes so that government organizations like the FCC will force these companies to operate in as fair a manner as possible. It is time to do your job and stop companies like Comcast from screwing over Americans. A good starting point would be to prevent Comcast from rolling out these asinine data caps all over the country.

---

**Ticket: # 633529 - Unwarranted data caps.**

**Date:** 11/4/2015 1:56:24 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

---

## **Description**

I agreed to pay a set price, for a certain speed of Internet, with NO mention of any data caps or throttling policies. Comcast apparently feels no need to honor that agreement with their introduction of data caps in my service area(Johnson City/Gray TN) If Comcast can not provide me the service we agreed upon, for the price agreed upon, they should have to pick up any overhead, not me, the consumer. This data cap policy is a blatant bait and switch practice, changing the service mid-contract without print from the customer.



---

**Ticket: # 633712 - Comcast's expansion of data capped markets should be illegal**

**Date:** 11/4/2015 2:20:33 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

---

## **Description**

An open and free internet is absolutely necessary for the survival of democracy. I'm 27 years old and every single person I know truly believes that. My generation believes that. Comcast's data caps are tantamount to suppression of free speech. We all know Comcast has been setting data caps in cities such as Atlanta merely to suppress expansion of alternative cable providers like Netflix. While this is clearly the actions of a company holding onto a monopoly, it goes beyond that evil and tramples on free speech. Once data is capped people can't communicate like they must in a modern society. One woman from South Carolina wrote:

"I live in Charleston, South Carolina and rely upon the internet to make and receive phone calls. I am hearing impaired. The Comcast data cap will cause me to make less phone calls since I rely upon the ability to use video to call:

My doctor

My parent's doctor. My mom is now 90.

My family members across the country

My church members

And more...I am already exceeding the 'data cap' and after December 1, I will be forced to stop making calls.

Comcast is now taking away the ability for me to connect with the community. Please tell Comcast to stop."

This is HORRIBLE. How is what Comcast is doing legal? I'm asking that you please take whatever actions are necessary to stop Comcast and companies like it from throttling the internet and setting data caps. Free speech is necessary for a true democracy. It's the single most important issue facing America today.

---

**Ticket: # 634434 - Comcast/Xfinity Data Cap**

**Date:** 11/4/2015 4:10:50 PM

**City/State/Zip:** Merced, California 85341

**Company Complaining About:** Comcast

---

**Description**

Comcast I'm hearing, now is trying to limit data if they can't limit bandwidth. I'm hearing around a 200-300GB Data cap that, if exceeded, will result in throttling of subscribed bandwidth.

Today, many programs, updates, upgrades virus definitions, distribute content online instead of through CDs. This data cap punishes companies that utilize online distribution to minimize waste.

Please, communication is a public utility and shouldn't extort customers and businesses. This is just another guise for potentially creating another slow/fast lane to influence business negatively.

Please stop Comcast in their tracks and publicly recognize their efforts to subdue competition (Google Fiber) and promote an unhealthy market that the U.S. intended with Capitalism.

Thank you

---

**Ticket: # 634615 - Stop Comcast's usage cap**

**Date:** 11/4/2015 4:41:54 PM

**City/State/Zip:** Galax, Virginia 20164

**Company Complaining About:** Comcast

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### **Description**

Comcast is throttling the internet connection. Once the 300 GB data cap is hit one has to pay for more data or get disconnected. This is also paid prioritization because you have to pay Comcast more to stream more than 300 GB.

---

**Ticket: # 634879 - comcast**

**Date:** 11/4/2015 5:19:17 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Comcast data capping and throttling in an uncompetitive market is unfair to consumers, I have no other options to take my service to due to my apartment complex's deal with Comcast.

---

**Ticket: # 635330 - Data caps inhibit the free flow of information for those less privileged.**

**Date:** 11/4/2015 6:47:44 PM

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

**Company Complaining About:** Comcast

---

## **Description**

Comcast has been and is planning on expanding their internet data caps. This cap will not only inhibit for those that can afford to pay, but may completely nullify the free flow of information to those that may have less expendable income. I've grown up in the greater Detroit area all my life, and I have seen people struggle to make ends meet. As our internet is throttled further, as the bills go up and the restrictions increase it becomes much harder for everyone to utilize the greatest invention mankind has ever known. I beg you as a voting citizen of this nation to be the checks and balances we need to break up monopolies, maintain and enforce policies that are beneficial for all Americans, and to truly make a positive change for the people and not at our expense.

---

**Ticket: # 635958 - Comcast**

**Date:** 11/4/2015 9:53:29 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

---

### **Description**

Comcast has been continuing to be a terrible company since I have used them. They've throttled me, over charged me, and wasted my time, resources and energy. It's time for this company to realize they can't screw over their customers. Please help us and many other people who are experiencing headaches with this company.

---

**Ticket: # 636466 - DSL ATT Service & Billing**

**Date:** 11/5/2015 3:26:05 AM

**City/State/Zip:** Wrens, Georgia 30833

**Company Complaining About:** AT&T

---

## **Description**

ATT continues its practice of not delivering. I am also on the receiving end of being throttled for bandwidth. Billing is an issue as well. My bills fluctuate from month to month for no reason. Some of this applied in forcing customers to upgrade to the highest package for only a few \$\$ more. I have no other option for internet in my area. They can do what they want. This is my cry for help in someone Looking into their practices in my area.

---

**Ticket: # 639745 - Comcast Document Leaks**

**Date:** 11/6/2015 12:11:25 AM

**City/State/Zip:** Los Angeles, California 90020

**Company Complaining About:** Time Warner

---

## **Description**

In light of this evening's revelation that Comcast is planning to roll out wider data caps on so called "unlimited" services, how does the FCC plan to levy punishment against the company. I am fed up with the way these large telecoms (Comcast, Time Warner, AT&T, etc) are operating and would like to see stricter monitoring and harsher penalties against them. The throttling, the data caps, the false advertisement, the price gouging, it all needs to stop. I am relying on the FCC to represent my interests here, do not let me down!



---

**Ticket: # 642437 - Datacaps on Centurylink in Arizona**

**Date:** 11/6/2015 9:23:18 PM

**City/State/Zip:** San Tan Valley, Arizona 85142

**Company Complaining About:** Centurylink

---

**Description**

Signing up for centurylink over the phone they did not tell me they have data caps, only to find out when I went over and my speeds were throttled. I am now locked in a 2 year contract with them with a 200 dollar cancellation. Their data cap is 250 GB (Source:

<http://internethelp.centurylink.com/internethelp/pdf/EUP.pdf>)

Considering Modern gaming; streaming services like Dish anywhere, Amazon prime, and Netflix; and analytic trackers in every single website that pulls your data, you hit this data cap remarkable fast.

---

[Ticket: # 642693 - Data Caps](#)

**Date:** 11/7/2015 4:05:31 AM

**City/State/Zip:** Eagan, Minnesota 55123

---

## Description

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5319 points · 2478 comments

Facebook is blocking any link to Tsu.co on every platform it owns, including Messenger and Instagram. It even...deleted more than 1 million Facebook posts that ever mentioned Tsu.co...Tsu is a new social network that claims to share its advertising revenue with its users.

6991

ComcastLeak of Comcast documents detailing the coming data caps and what you'll be told when you call in about it. (self.technology)

submitted 1 day ago \* by M00glemuffinsx3

Last night an anonymous comcast customer service employee on /b/ leaked these documents in the hopes that they would get out. Unfortunately the thread 404'd a few minutes after I downloaded these. All credit for this info goes to them whoever they are.

This info is from the internal "Einstein" database that is used by Comcast customer service reps. Please help spread the word and information about this greed drive crap for service Comcast is trying to expand

Documents here Got DMCA takedown'd afaik

Edit: TL;DR Caps will be expanding to more areas across the Southeastern parts of the United States. Comcast customer support reps are to tell you the caps are in the interest of 'fairness'. After reaching the 300 GB cap of "unlimited data" you will be charged \$10 for every extra 50 GB.

Edit 2: THEY ARE TRYING TO TAKE THIS DOWN. New links!(Edit Addendum: Beware of NSFW ads if you aren't using an adblocker) Edit: Back to Imgur we go. Check comments for mirrors too a lot of people have put them all over.

<http://i.imgur.com/DbIpw3h.jpg>

<http://i.imgur.com/GIkvxCG.jpg>

<http://i.imgur.com/quf68FC.jpg>

<http://i.imgur.com/kJkK4HJ.jpg>

<http://i.imgur.com/hqzaNvd.jpg>

<http://i.imgur.com/NiJBbG4.jpg>

Edit 3: I am so sorry about the NSFW ads. I use adblock so the page was just black for me. My apologies to everyone. Should be good now on imgur again.

Edit 4: TORRENT HERE IF LINKS ARE DOWN FOR YOU

Edit 5: Fixed torrent link, it's seeding now and should work

Edit 6: Here's the magnet info if going to the site doesn't work for you: Sorry if this is giving anyone trouble I haven't hosted my own torrent before xD

magnet:?xt=urn:btih:a6d5df18e23b9002ea3ad14448ffff2269fc1fb3&dn=Comcast+Internal+Memo+leak&tr=udp%3A%2F%2Ftracker.openbittorrent.com%3A80&tr=udp%3A%2F%2Fopen.demonii.com%3A1337&tr=udp%3A%2F%2Ftracker.coppersurfer.tk%3A6969&tr=udp%3A%2F%2Fexodus.desync.com%3A6969

Edit 7: I'm going to bed, I haven't got jack squat done today trying to keep track of these comments. Hopefully some Comcast managers are storming around pissed off about this. Best of luck to all of us in taking down this shitstain of a company.

FUCK YOU COMCAST YOU GREEDY SONS OF BITCHES. And to the rest of you, keep being awesome, and keep complaining to the FCC till you're blue in the face.

Edit 8: Morning all, looks like we got picked up by Gizmodo Thanks for spreading the word!

3199 commentsshare

top 200 commentsshow 500

sorted by: best

[–]BobOki 2432 points 1 day ago\*

Thanks, it is awesome to see this posted, and the verbiage used is pretty important, I especially like the part where they NOW say it is no longer about congestion management, which was the de-facto reason they originally did this. Now it is fairness, you know you paying more is more fair to them.

Mirror: <http://lookpic.com/O/i2/610/O7aVv1dT.jpeg>, <http://lookpic.com/O/i2/1245/SYLx1d70.jpeg>,

<http://lookpic.com/O/i2/1092/T3fvaxvc.jpeg>, <http://lookpic.com/O/i2/1191/9fQIYHK.jpeg>,

<http://lookpic.com/O/i2/97/Bk6UZ2VJ.jpeg>, <http://lookpic.com/O/i2/1381/Nn78t8Yt.jpeg>

permalink

[–]M00glemuffins[S] 1282 points 1 day ago

Because nothing screams fair like making things suck in a few places around the country and then making it suck everywhere so nobody feels bad.

permalinkparent

[–]ThuperThilly 371 points 1 day ago

You know what would be fair? For them to discount \$10 for every 50GB under the cap you use.

permalinkparent

[–]Nightfalls 179 points 1 day ago

Well then they'd just drop the cap to 100gb.

permalinkparent

[–]poieurty 106 points 1 day ago

"It's only fair"

permalinkparent

load more comments (1 reply)

load more comments (3 replies)

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load more comments (141 replies)

[–]gesy17 187 points 1 day ago\*

Thank God for that 3 overage grace period, it's very kind of them. Needless to say I'm either switching or going to spend hours upon hours on the phone bitching until I get what I want. This is total bullshit and I wish goggle fiber was in the Twin Cities area

Edit - 3 overages not the whole 3 months, after 450 gb you're paying \$10 every 50 gb over.

permalinkparent

[–]SickZX6R 35 points 1 day ago

I also desperately wish Google Fiber were in the twin cities. Howdy from the SW burbs.

permalinkparent

load more comments (16 replies)

[–]funkballzthachurlish 22 points 1 day ago

Centurylink?

permalinkparent

load more comments (10 replies)

[–]Xzillationer 37 points 1 day ago

Do you guys not have many choices?

I'm considering moving there in a couple years, and I know I'd miss my sweet Vermont gigabit fiber.

permalinkparent

[–]AlphaLima 102 points 1 day ago

I think you may be surprised at how spoiled you are. In most areas with Comcast the list of providers goes like this

Comcast

Go fuck yourself

Sometimes you can add in ATT DSL which lets be honest, is a joke. A whole 10Mb/s.

permalinkparent

load more comments (16 replies)

[–]chair\_boy 105 points 1 day ago

so many places in america don't have reasonable choices. It's usually something like Comcast, or the alternative shitty company with speeds slower than 10mb/s.

permalinkparent

load more comments (19 replies)

load more comments (27 replies)

load more comments (29 replies)

[–]openzeus 340 points 1 day ago\*

What the fuck. Paying for "the certainty of knowing exactly what your bill will be each month" is how they're phrasing the \$35 option. They're also told to forward any customer asking to remove the charge directly to their retention department.

What a scummy company.

Edit: And it's not about congestion management, according to them. That is the only reasonable excuse to cap or throttle usage to manage a congested network, and here they are saying that is not the reason for the caps.

permalinkparent

[–]TricksterPriestJace 73 points 1 day ago\*

"The ce

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**Ticket: # 643300 - Comcast**

**Date:** 11/7/2015 2:35:16 PM

**City/State/Zip:** Brooklyn, New York 11225

**Company Complaining About:** Comcast

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## **Description**

Ah, Comcast. Comcast is singlehandedly hindering the business growth of America for their own greed. We could be more prosperous and connected with the Internet but Comcast is blocking competition and overcharging customers with arbitrary throttles and silly caps on data. In South Florida, Comcast tells customers that they can't go past 300GB a month. There is no reason that their equipment can't handle 301GB per customer per month. Comcast just wants to hinder people that don't want cable any longer because there are better options. Rather than competing with Netflix and Amazon and Google, Comcast blocks their service and charges customers more to use the service. It's outrageous and ILLEGAL. Please fix it. I have faith in you, FCC.

---

**Ticket: # 644438 - corporate malfeasance. put them out of business NOW and into jail!  
they are stealing from the customers ON PURPOSE**

**Date:** 11/8/2015 5:39:06 PM

**City/State/Zip:** Pottstown, Pennsylvania 19464

**Company Complaining About:** Boost Mobile

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## **Description**

SEND IMMEDIATE REPLY TO ME NOT BoostMobile/Sprint. They ARE criminals! AND lie and cheat like a used car salesman in a plaid suit.

NEED YOUR IMMEDIATE ASSISTANCE. Corporation stealing from and taking advantage of consumers. This is a form letter below sent to Sprint/Boost/etc. NO ONE DOING ANYTHING ABOUT THIS PROBLEM! Have contacted the FCC, FTC, US Atty General DOJ, PA Atty General, etc and ALL are corporate lackeys or bribes etc. Have evidence in letter below. NEED YOUR IMMEDIATE HELP!

Sunday April 12, 2015/November 16, 2015 Monday

Mr. [REDACTED]  
[REDACTED]

Pottstown PA 19464

1.717.629.1889 CANNOT PAY MORE, ON FIXED INCOME!

RE: STOP THE DATA THROTTLING, IMMEDIATELY!

As of this date, throttling issue problem still NOT fixed by them. ONLY excuses no REAL solutions to correct the problem made by them not consumer. UNLIMITED MEANS UNLIMITED NOT OTHER! NO exceptions NO excuses NO compromises! DEMAND RESTITUTION FOR THEIR MALFEASANCE! DON'T PASS this to others or another department! PERSONALLY take care of this issue yourself. THANKS! Corporate Policy NOT law! DON'T BE A CORPORATE LACKEY! YOUR JOB IS TO THE CONSUMER ONLY NOT THE CORPORATIONS!!!!

Regarding BOOSTMOBILE Worldwide a subsidiary of Sprint and SPRINT itself, and, Phone #1.717.629.1889 had phone an HYDRO then Android since yr2011. Made by Kyocera. PRE-PAID CELL PHONE without contract. This IS a 3G phone. Everything updated through phone through System Update by this consumer regularly. Phone service ALWAYS paid ON-TIME on the first of each month at RadioShack in Pottstown PA for \$40.00/mos + tax. From Late yr2013 until now, phone service is \$40/mos + tax. Prior to that Shrinkage Plan was \$45 then \$50/mos + tax. \*PICK UP AND USE ONE OF THESE PHONES YOURSELF FOR APPROX. 6MOS OR SO TO SEE WHAT THE EVIDENCE LISTED BELOW AGAINST BOOSTMOBILE WHICH IS OWNED BY SPRINT truly is. You WILL see that we ARE CORRECT 100%! \* Company located in (CA) and Australia and Japan. CEO of Sprint used to be CEO of AT&T. Was replaced 2014. Current CEO/President used to be CEO of Marcelo Claure and now CEO of Sprint and ALSO on Board of Directors of his old company as well. ETHICS VIOLATIONS! See FTC vs AT&T "Data Throttling" Case NOT Cramming. Contacted FCC and FTC and NOTHING but excuses in 4-6mos+. On Shrinkage Plan where if customer/consumer pays regular payments without late payments and NO grace period past due date and in this case, \$50 to start monthly payments regular without missing payments or late then they drop to \$30-35/mos BUT the corporation LIED and it has NEVER gone below \$40/mos + taxes & 9-1-1 fee. These phones can be bought at RadioShack in Pottstown PA.



Phone cost yr2013 was \$50.00 and new phone bought yr2014 was \$80.00 PLUS monthly without late payments of \$40/mos. NEVER below these costs. The corporation changed their "policy" to avoid giving on-purpose the consumer a savings at a lower cost. Prices always rise due to corporation greed and criminal misconduct.

ALSO see box in stores with bait 'n switch FRAUD where corporation states on box that UNLIMITED talk, text, web/internet. Advertising on television and in magazines and in stores IS A LIE as NOTHING UNLIMITED with this phone or company ALWAYS catches that SURPRISES consumer and NEVER notifies consumer EVER written, verbal, etc. NOTHING ever stated about THROTTLING data back from 3G to 2.5G after 5-6 days which makes this phone USELESS! ACTUALLY, phone much slower than 2.5G from 3G after throttling as more likely at 2G or even 1.5G. Takes forever to load YouTube, etc. No asterisk or footnotes etc. NO arbitration because corporation does NOT want trials too expensive for greedy fraudulent corporation and so with arbitration PLUS they know they would lose all the time anyway during a trial, corporation decides and wins NOT consumer. SERVICE goes from 3rd each month to 3rd of next month. Loading data from internet takes what seems "forever" if it doesn't kick you out before this is loaded (Examples: Youtube keeps loading and loading and loading without ever running OR runs then stops and runs and stops ever 1-3seconds or so. BUT by the 8th or 9th or 10th or 11th of each month the service gets WORSE for the last 3wks of each month. USED to be around the 20th or 21st of each month now down to 9th or 10th or so over the past few years with nothing EVER told to consumer about changes or options or whatever before these throttling back of data done as they change their terms AT WILL without notify consumers EVER. Bill ALWAYS paid on the 1st of each month and due by the 2nd of each month. NEVER LATE or bill jumps without GRACE PERIOD (greedy bastard corporations as their ALWAYS MUST be grace period of at least 7days due to paychecks, US Mail, etc to get bill paid on-time) afterward to \$55.00/month without Shrinkage Plan. Booklet which comes with phone USELESS doesn't tell how to use the features. ALSO, when phone activated, this IS when contract signed NOT before and consumer NEVER told about this. CANNOT afford to pay more BECAUSE costs NOT the issue AS are ALL phones no matter what the price operate the same with same "Throttling BACK OF DATA." ALL phones the same as far as throttling goes regardless of costs. NO MORE TRICKS OR DECEPTIONS OR LOOPHOLES BY CORPORATIONS!!!! Each consumer MUST paid back in-full for all years that they were using corrupt corporation's services. Restitution + monies for time and hassle, etc. Civil and criminal suits against BoostMobile/SPRINT.

See attached. SEE EVIDENCE BELOW and from previous handwritten letters too.

\*\* MAIN concern is with BoostMobile/Sprint as they are the phone company with complaints against. Guilty of fraud, price gouging, price fixing, deception and bait 'n switch, off-shoring of profits and inversion, tax evasion with profits, conspiracy, collusion, RICO, etc. Many other consumers have had the same problems as we are having with Boost/Sprint! Corporate POLICY NOT LAW!!!!

LAWS THEY HAVE BROKEN (plus see AT&T versus FCC): RICO, collusion, conspiracy, Sprint profits offshoring/tax evasions, bait 'n switch explain: they seem to be pushing their "consumers" with older 2.5G and 3G phones products away from 3G and toward 4G, 5G, 10G phones and also toward newer more updated technologies and MORE EXPENSIVE phones UNAFFORDABLE except for the rich 1% so that they can make more money from their suckers "customers" by throttling and slow data speeds and awful customer services. They do this so that their suckers can get angry and go out and buy the more unaffordable and expensive newer technologies and phones that the consumer cannot afford unless they are rich 1% EVEN PRESIDENT OBAMA is for NET-NEUTRALITY so that ALL citizens and consumers get the same access and speed no matter what they pay contract phone

or pre-paid phone or not. THE CORPORATIONS ARE NOT DOING THIS and won't AND ONLY CARE ABOUT MONEY AS PER THEIR ACTIONS NOT WORDS. That is why they are throttling (i.e. STEALING!). ALSO this is IMMORAL and they are illegally doing this and breaking plenty of laws, ....

Contacted Sprint and/or they called us since about 3-6mos ago regarding BoostMobile and the throttling (i.e. stealing and lies to consumers, etc) and got nowhere as they ONLY care about money and the shareholders and profits. As per their actions. They ONLY offer "crumbs from the table" which is NOTHING!!!! Doesn't make it right or moral since 2013 when service got terrible and throttling began AND since 2011-2011 and throttling began. ONLY excuses to cover up their malfeasance. THEY ONLY WANT CONSUMERS TO PAY MORE, YET, GET SAME TERRIBLE DATA THROTTLE SERVICE = STEALING.

NEMO EST SUPRA LEGIS!

DO NOT let this dishonest greedy CUT BACK OR THROTTLE or whatever it's changed to now service ever again. Service and reception MUST NOT be hindered or obstructed. EVERYONE MUST get the same exact service no matter what type of phone or amount is paid. NO exceptions

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**Ticket: # 644803 - paying for unlimmited internet**

**Date:** 11/9/2015 2:06:09 AM

**City/State/Zip:** Albrightsville, Pennsylvania 18210

**Company Complaining About:** Blue Ridge Cable

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## Description

i pay for internet and now im being capped and i feel like im throttled down they want me to pay more than the sixty something a month i pay is this legal and they do throttle people it was in papers

BLUE RIDGE CABLE

Blue Ridge cable's tighter data caps lead to complaints

email print Comment

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(Shutterstock photo)(Shutterstock photo)

By [REDACTED]

For the Pocono Record

Posted Sep. 12, 2015 at 1:34 PM

Updated Sep 12, 2015 at 8:43 PM

Those who stream videos, movies and television programs on their computers or other devices will have to reach deeper into their pockets if their service is provided by Blue Ridge Communications.

The cable company, which provides service in Monroe and other surrounding counties and serves more than 170,000 homes and 700,000 individuals, has begun capping data at anywhere between 150 and 700 gigabytes per month, depending on the consumer's plan.

Blue Ridge will charge \$10 per month for each 50 GB users go over the cap.

"Everything from downloads to YouTube, Netflix and even online gaming count against their new 24-hour cap," said Milford resident [REDACTED], who said his latest bill was about \$46 over previous charges.

"They are telling people they have doubled the cap, but this is not true. By removing the off-peak time, which was essentially a free period, there is no math that makes it double," [REDACTED] said.

Blue Ridge has also heavily restricted its lower-tiered plans, which include the Web Surfer level that's now capped at 150 GB per month and Dream level that's currently capped at 700 GB.

Two reps for Blue Ridge declined comment Friday.

A notice on the company's website cautioned customers that bandwidth usage will be measured 24 hours a day throughout the month.

Opponents argue that mobile and broadband companies have been turning to data caps as a way to combat the spike in traffic as a growing number of individuals choose to access television shows and movie files via an electronic device and not through the traditional tube.

The financial website Daily Finance reported that companies are being put to the test, particularly in view of Netflix warming up to Ultra HD 4K for some of its content.

Streaming on Netflix takes 4.7 GB an hour, but that quadruples to 18.8 GB an hour in 4K.

Data caps also mean that downloading a pay-per-view movie from the cable provider forces unwitting consumers to pay more, they said.

For instance, if someone purchases a movie for \$5.99, they'll have to pay that amount plus a surcharge if they go over their allotted data allowance.

Previously, officials at Netflix urged the federal government to prevent cable providers like Blue Ridge from imposing data caps.

"When you couple limited broadband competition with a strong desire to protect legacy video distribution business, you have both the means and motivation to engage in anticompetitive behavior," David Hyman, Netflix's general counsel testified during a hearing before the House communications and technology subcommittee in Washington.

A spokesman for Pennsylvania Democratic Sen. Bob Casey said the senator's office was still researching the matter and could not yet offer comment.

Under new FCC rules that took effect in June and have received national media attention, Internet service providers must be more upfront about how they manage their networks, and companies must publicly divulge what speeds they're offering and what could happen if a subscriber exceeds the monthly data cap.

However, the new rules stopped short of regulating data caps, meaning that a provider could still charge extra for exceeding the cap.

"Without regulation of data caps or rates, providers will bill for whatever the market will bear," Jonathan Askin, a professor at Brooklyn Law School, told Bloomberg News.

"Virtually every broadband provider has been suddenly discovering that there's this so-called bandwidth crisis going on in the United States," technology writer Phillip Dampier of Rochester, New York, told ABC News.

Dampier, the founder of the watchdog online site Stop the Cap, has been campaigning against data caps implemented by Frontier, a cable company in upper New York State.

Locally, a group of Blue Ridge customers have started a Facebook page titled Stop the Blue Ridge Cable Data Caps.

“It started in May when Blue Ridge imposed a 250 GB data limit during which they called a peak period — after 5 p.m.,” said [REDACTED] of Milford.

“On Sept. 1, they changed this policy again without notice and restricted it even further by removing the off-peak time altogether,” he said. “That is, the time when any usage would not be counted against the 250 GB cap

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**Ticket: # 646811 - Data Caps are no bueno.**

**Date:** 11/9/2015 8:05:33 PM

**City/State/Zip:** Three Rivers, Michigan 49093

**Company Complaining About:** Comcast

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## **Description**

With the growing number of new and exciting things on the internet, my brothers and I spend a lot of time on the internet. A data cap would cripple us. In just 4 days, we've used 81GB of data between us. This means, with your proposed data cap, we will cap out in just half of our billing cycle. This would be detrimental to us, as we love the internet and use it to become connected with the world. Even a throttled connection after the cap would become a terrible burden.

This is why I urge you, Comcast Representative, to oppose this proposed data cap. We've been a customer of yours for a long time now. Almost three years. Everyone complains about you, but I have had yet to see anything to complain about until now. You were all very nice and very helpful to me. But this cap is not very nice, to me or to anyone who has to live with it.

If this cap were to go in to place, I would have no choice but to cancel my service with you. And from what I understand from one of your helpful technicians, my house is the only one on this node.

Please, I urge you, no, BEG you! Don't bully the little guy! Let the internet flow like the Yangtze River! You're a big corporation! That's awesome, you have the power to affect millions of people lives! Hopefully for the better.

Thank you,

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**Ticket: # 653733 - Heavy throttling**

**Date:** 11/13/2015 12:17:04 AM

**City/State/Zip:** Brookings, South Dakota 57006

**Company Complaining About:** Mediacom

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## **Description**

After downloading only 15GB of a game off Steam today, I noticed that my download speed dropped to 256kB/s. I have a 2.5MB/s plan with Mediacom. I tested my download speed through netflix and streaming websites to verify that the Steam platform was not bottlenecking my speed. I then activated a VPN and regained my download speed, strongly indicating that Mediacom is throttling my bandwidth. This is unacceptable and all too common.

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**Ticket: # 657853 - AT&T Uverse Throttling**

**Date:** 11/16/2015 12:23:59 PM

**City/State/Zip:** Charlotte, North Carolina 28204

**Company Complaining About:** AT&T

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## **Description**

Hello,

I am happy that congress agrees with most of us regarding open internet; however, it appears the major ISPs are breaking or significantly bending the rules. The company forces us to sign an agreement that allows throttling or "QOS based on traffic." What this allows is the company to throttle your internet at peak usage times to ensure the television service is not impacted. However, I don't have television service, and I have to sign it. In addition, I have noticed several occasions where streaming services are throttled – regardless of time. Moreover, Apple's app store is throttled almost 100% of the time. I know the former due to speed tests and packet tests, and the latter because if I switch to the mobile network, speed immediately increases. Lastly, I find it interesting that all speed tests show at or above my 50mbps speed, yet packet tests constantly show under 15mbps, usually 8. The representative from AT&T gave me canned answer that was not true, they ensure the lines to those IP addresses is always unrestricted. I have so much trouble with AT&T, and have throughout the years in different cities, I wish someone would hold them accountable.



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**Ticket: # 659904 - Microsoft Throttling Xbox Live FiberOptic Customers**

**Date:** 11/17/2015 10:02:50 AM

**City/State/Zip:** Rossville, Georgia 30741

**Company Complaining About:** Electric Power Board

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## **Description**

Roughly since 2010 after switching to fiber optics I noticed my online gaming performance lacking. I've had my ISP to my home numerous times because of latency. We have ran test after test, changed hardware inside and outside my home. We completely rewired my entire network only to realize that it did not fix anything. My ISP has went above and beyond to make me happy. It has been brought to my knowledge, and I'm almost certain it was privileged information, that Microsoft has, is currently, and will continue throttling customers connections on Xbox Live. According to the Microsoft rep that visited my ISP in Chattanooga, TN, they stated that they were throttling the fiber optic customers of the Electric Power Board because the rest of the country did not have the speeds we have, and that other online gamers could not keep up. He called it Fair Play Gaming. According to my understanding this happened in 2010, and has not changed since.

Now, the reason the Microsoft representative was in Chattanooga, TN.

At that time, EPB had over 100 banned consoles there for inspection to verify if the consoles were modified in any way. After the inspection was completed that's when Microsoft decided to start throttling the connection speeds of EPB customers.

If this is indeed true, then it's a huge gross overreach by Microsoft, and needs to be stopped as soon as possible. It's not right.

This not something that's going to be heard, nor do would I ever consider any authority taking a gamer seriously. Regardless, it's wrong, and they're breaking the law. They must lift the cap, and let things work itself out. Not every kid can have a trophy, and this I believe is the philosophy behind the throttling. EPB, Google Fiber, and other providers' customers are being penalized for having a fast high quality internet connection.

Please investigate this, and get back to me. I'm going to assume that Microsoft will deny this to the fullest, so please do not take no for an answer. I've always known there was something not right, but I didn't know what it was. I had my own suspicions, but I didn't know how to move forward toward any evidence. Please help us. We're paying top dollar for internet only to be capped.

Kindest Regards,



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**Ticket: # 664919 - Intermittent Connection/Throttling**

**Date:** 11/19/2015 9:44:25 AM

**City/State/Zip:** Salem, Massachusetts 01970

**Company Complaining About:** Comcast

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## **Description**

I am for sure that Comcast is throttling my internet connection. I am still experiencing problems with my connection dropping. There is no possible way that my connection can be this bad when I am getting the top dollar speeds. The fact that Comcast just ignores me? I have been calling a "escalations rep" and I leave voicemails and no call returns. I have the executive escalations something calling me about my last complaint. Nothing they say or do can fix the troubles they have just now been giving me. I wish I had another provider in the area that could give me better quality internet and customer service. Wish I had the money to start my own, nothing but deals. Basically sick and tired of being a puppet to Comcast, they never have a straight answer, they never help you with the problem at hand, 100% of the time the person you are talking with never helps you. I have been trying to get in contact with Brianna who is an "escalation rep" of some sort, results vary because I never get a the help I need with them. Her direct line is 720-668-8352

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**Ticket: # 666032 - Comcast Data Caps**

**Date:** 11/19/2015 2:55:39 PM

**City/State/Zip:** Hamilton, Ohio 45011

**Company Complaining About:** Time Warner

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## **Description**

Comcast is rolling out more data caps at the 300gb a month range. As of now they're the only big ISP that is doing this and I'm afraid more will follow suit. I understand they are a business but when there is, 1. no competition 2. data is not a finite resource 3. open and fair internet. Yes I understand they are not going to throttle or slow down a person internet. But on the other hand people that do have internet from them now have to watch and regulate their usage. Data costs pennies on pennies to send and receive. This is a power grab for the people cutting the cord and them losing TV subscriber based billing. Instead of changing with the time they are not penalizing their user base as more and more people cut the cord and move to companies such as Hulu, Netflix and Amazon prime. Before "cord cutters" and easy to use streaming services data was not consumed the way it is now. But with more and more applications becoming data heavy, digital downloads, updates, and smart TV's instead of using their business model to change with the times, update infrastructure, or any of the above they have become an unfair business.

This is unfair to streaming companies. People in a lot of places do not have the option to change their ISP because of agreements that were signed to give that ISP a monopoly in their area as well as other ISP's in other areas.

I'm against their data caps and usage plans on an infinite resource. This isn't water, gas or electric resources. This is something that is only measured for greed. Comcast even admits this isn't about congestion. They've admitted they very ever rarely get congested.

Because of the monopolistic business policy and greed for usage based billing to forcefully pull cord cutters back into their business model is the reason for this complaint. Nor do I want to see any other ISP go this route. Not only this but does their On Demand services count against your usage cap? It's coming across the same "pipe" if you will.

Sincerely,

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**Ticket: # 667091 - Comcas Data Cap (Sorry...."threshold") will stifle business**

**Date:** 11/19/2015 7:17:04 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Comcast's 300GB plan is, as I'm sure you've head over the past 1,000 complaints, severely against the nature of Net Neutrality. It is not directly breaking any law if interpreted literally, however its reasons and results are blatantly obvious to anybody with common sense and a connection to the internet.

Charging for usage makes sense - heavy users shouldn't get to congest the internet. However, that is not the purpose here. In fact, if you just shake out your pockets a little more (\$30), you can use as much data as you'd like. How about light users? Oh, a large \$5 discount if you use less than 2% of the normal usage "threshold". \$1 more for every GB over 5.

There is nothing here beyond a cash grab - silly since Comcast is consistently the most profitable (and most hated 2 years in a row!) Cable company in the industry. Rates cannot directly be raised due to contracts, but if an arbitrary policy that was discontinued almost 5 years ago due to fears of FCC attention is twisted against contracted customers, more money can be made from the same (dis)service.

This is an obvious blow to a free and open internet; 300GB is not a healthy limit. Maybe in 2005, but not 2015. It is less than 2 hours of 4KHD netflix daily. Want to buy 5 xbox one games this month? Too bad. How about just one hour of netflix on the 4KTV and an upgrade to Windows 10 on your two laptops? Gonna cost you.

Netflix will now cost about \$1/hour.

Hulu the same.

Major computer updates? Better travel back to 2000, because you'll need discs unless you want to pay \$10 each.

This is both a cash grab and an internet deterrent. The heaviest data usage nationwide is - you guesed it - video. There's an obvious business interest to cut this tie and bring customers back to Comcast's own TV service - let's look back in time to their Netflix throttle threats and the Xbox Xfinity "Stream Comcast branded items without counting toward your cap" fiasco. Comcast is toeing the linenwith a "trial" that has been going on for YEARS - in an increasing number of markets.

Do we have to wait until it's rolled out nationwide to put a stop to such vicious business practices on customers who don't even get a choice in who to use? We don't let the electric or water companies gouge prices, so why is it okay for the local cable company to do it? They are, after all, a utility.

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**Ticket: # 669388 - Comcast Data Caps and T-mobile Binge On**

**Date:** 11/20/2015 6:55:40 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Data caps for land-based services serve no technical purpose and only exist to milk Comcast subscribers out of even more money. T-mobile's Binge On service gives preferential treatment to a select few content producers (23 to date.) Both corporate strategies (data caps and preferential treatment) only serve to stifle innovation, degrade services and reduce private investment in internet infrastructure. Please adopt the widest, least restrictive open internet standard, which bans caps, throttling, preferential speed for pay, and any other enhancement to internet access and speed for pay, whether it be speeding up internet service for pay or degrading services and demanding higher fees to restore services (slower speeds, caps, etc)

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**Ticket: # 673895 - Fios blokcing VPN**

**Date:** 11/23/2015 11:40:05 PM

**City/State/Zip:** Baltimore, Maryland 21212

**Company Complaining About:** Verizon

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## **Description**

I currently have Verizon Fios, and they seem to be throttling my speed when connected over VPN to the point where I can't work from home. I get about 50mb/s when not connected to VPN, but as soon as I connect over VPN I am getting less than 1mb/s.

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**Ticket: # 681416 - Please either end tacit monopoly of telecom noncompetition or regulate it as a utility**

**Date:** 11/29/2015 9:48:01 PM

**City/State/Zip:** Okemos, Michigan 48864

**Company Complaining About:** Comcast

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## **Description**

The price gouging and concomitant refusal to improve infrastructure (despite receiving funds to do so) on the part of telecoms - not just Comcast, but the collusion of Time Warner, Charter, et al - has resulted in millions of Americans becoming frustrated not only with their service providers, but also with the lack of anti-monopolistic legislation, judicial review, executive intervention, or action by the FCC. With the advent of data caps and speed throttling combined with efforts to obstruct the creation of municipal fiber networks, it is beyond clear that these corporations are acting in an unethical and predatory manner. It is past time that the FCC ended the artificial monopoly created by non-competition of telecoms or began regulating the internet as a utility. I would like to know what is being done to combat the increasingly brazen actions of telecoms to circumvent free competition and maintain their captive customer bases at all costs while formulating new ways of increasing profits for the same antiquated services.

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**Ticket: # 692778 - T-Mobile's "Unlimited" Data Services are secretly Throttled @ 512GB**

**Date:** 12/5/2015 10:51:18 AM

**City/State/Zip:** Carnation, Washington 98014

**Company Complaining About:** T Mobile

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**Description**

Dear Sirs,

I would like to file a formal complaint with the FCC regarding T-Mobile's Unlimited Data Services.

Upon reaching 512GB of data in a billing cycle T-Mobile is throttling customers back down from LTE speeds to GSM(Edge) connectivity only.

This is exactly what AT&T was recently fined \$100M by the FCC for doing to their customers.

I want the FCC to force T-Mobile to QUIT throttling customers or fine them exactly the same way that AT&T was fined for this same illegal behavior.

<https://www.washingtonpost.com/news/the-switch/wp/2015/06/17/att-just-got-hit-with-a-100-million-fine-after-slowing-down-its-unlimited-data/>

To quote Chairman Wheeler on this deceptive corporate transparency practice:

"By not properly disclosing the policy to consumers who thought they were getting "unlimited" data, the company violated the FCC's rules on corporate transparency, FCC Chairman Tom Wheeler said in a statement.

"Consumers deserve to get what they pay for," Wheeler said. "Broadband providers must be upfront and transparent about the services they provide. The FCC will not stand idly by while consumers are deceived by misleading marketing materials and insufficient disclosure."

Further, I believe that any attempt by cellular companies to either throttle or discriminate by type of data being sent from attached devices is a Network Neutrality Bright line Violation.

<https://www.fcc.gov/openinternet>

"February 26, 2015, the FCC's Open Internet rules"

Bright Line Rules:

- No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.
- No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.



- No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no "fast lanes." This rule also bans ISPs from prioritizing content and services of their affiliates.

<http://money.cnn.com/2015/08/31/technology/tmobile-data-theives/>

John Legere, CEO of T-Mobile, has vowed to throttle unlimited customers whose overall data usage exceeds some undisclosed threshold. This is in direct conflict with the Open Internet rules both on throttling and on discrimination based on services.

"Legere said that some customers are using special software to skirt past T-Mobile's data limits. He said if they continue to abuse the network, they'll be kicked off T-Mobile's unlimited data plans."

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Upon requesting usual LTE data services after 512GB:

Code: 0X00060026 - NETWORK\_FAILURE

Details: This ESM cause is used by the network to indicate that the requested service was rejected due to an error situation in the network.

This error description can also be saved as a text file. That would enable you to send it to the customer supporter via email.

#### Result

##### Wireless Status

1	PLMN:	
2	Service Status:	Restricted services
3	Bandwidth(kHz):	10000
4	Cell ID:	399
5	Signal Strength:	3
6	RSRP(dBm):	-95
7	RSRQ(dB):	-7
8	Roam:	YES

Upon requesting any data service after 512GB: (throttled to EDGE)

#### Status

SIM card status	PIN disabled
Network mode	GSM (EDGE)
Connection status	Connected



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[Ticket: # 726982 - Bandwidth Throttling based on usage](#)

**Date:** 12/28/2015 3:43:46 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

I have reason to believe that Comcast is throttling bandwidth based on content. Case and point I have attached two photos showing a download that I started while using a VPN, it has a shorter download time than the second image that is when I turned the VPN off.

I can visibly see that when Comcast can review/see packets that the speed seems to be adjusted versus encrypted packets that cannot be viewed. This is a legal Apple iTunes download of a purchased HD Video.

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**Ticket: # 727897 - Internet throttling**

**Date:** 12/28/2015 11:32:55 PM

**City/State/Zip:** Palm Bay, Florida 32907

**Company Complaining About:** AT&T

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## **Description**

This is now my 3rd complaint filed regarding my internet connection being throttled. I have spoken with tech support multiple times and reset everything. A tech agent came to my home and verified everything was opporating correctly and there are no issues in any of my connections. This is about to cost me my job! My speeds are slowing down to 1-2MBPS when connected to the VPN. I can't even watch a simple video. I do not want another member of ATT to contact me with voicemails denying the complaint, I want this issue investigated! Today I spoke with Glen and given case #J05963755

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**Ticket: # 728832 - Being charged a termination fee**

**Date:** 12/29/2015 3:09:35 PM

**City/State/Zip:** Palm Bay, Florida 32907

**Company Complaining About:** AT&T

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## **Description**

I have made three complaints regarding my internet being throttled through my VPN. We have spoken to att multiple times and they deny the allegation. When I take my computer to my dads house and connect to the vpn it works fine but at home I'm only getting 1-2MBPS. To avoid termination from my job I had to cancel my services and call another company. Now ATT is charging me \$180 early termination fee. They breached the contract, I should be the one getting paid \$180 since they breached the contract, not me.